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ABSTRACT

This three-part report describes and evaluates Washington's Displaced Homemaker Pilot Project, a two-year program which established multipurpose service centers to provide training, counseling, and support for displaced homemakers. After the Executive Summary, Part I presents background on project funding and the problems and characteristics of displaced homemakers, illustrated by four brief case histories. In addition, Part I describes the initiation of the project in 1979, its overall design, the awarding of contracts for displaced homemaker centers to three community colleges and three community service organizations, general project goals, and the specific objectives and classroom and individualized approaches used by the six centers. Finally, Part I covers the evaluation methodology which included intake, exit, and follow-up surveys of 571 participants. Part II presents survey findings, focusing on participants' demographic characteristics, employment history, barriers to employment, use of services, behavioral changes, employment and training status of all participants and of welfare recipients, and satisfaction. Additionally, short-term services and costs and benefits are covered. After Part III presents conclusions and recommendations, appendices outline advisory committee membership, provide survey data, and outline the activities of the displaced homemaker centers. (AYC)

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STATE OF WASHINGTON

COUNCIL FOR POSTSECONDARY EDUCATION

THE DISPLACED HOMEMAKER PILOT PROJECT

EVALUATION STUDY

JC 810 415

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Executive Summary

The Displaced Homemaker Pilot Project (RCW 28B.04) is a two year pilot program "to establish multipurpose service centers and programs to provide necessary training opportunities, counseling and services to displaced homemakers so that they may enjoy the independence and economic security vital to a productive life." The project was authorized under SB 2406 during the 1979 legislative session. The Council for Postsecondary Education is required to submit to the legislature a final evaluation at the end of the two year project.

In general the pilot project defines a displaced homemaker as someone who:

- has spent at least 10 years as a full-time homemaker
- is not gainfully employed
- has lost her source of financial support
- needs assistance to secure employment.

The evaluation study is based on a sample of the first 597 displaced homemakers who enrolled in the intensive pre-employment program. Employment and training statistics are based on participants' status six months from program entry.

Major Findings:

- There are approximately 64,000 displaced homemakers in Washington potentially in need of assistance to become economically independent and secure.
- It is estimated that 10,000 - 12,000 women each year will become newly widowed, divorced or otherwise displaced and will be eligible for services under the displaced homemaker program.

- The pilot project enrolled 957 displaced homemakers in intensive pre-employment (job readiness) programs and served in some way a total of 9,041 persons.
- The project served its intended target population. Most participants were Caucasian women, age 30-59, who were divorced, separated, or widowed, had been full-time homemakers for fifteen or more years and needed assistance securing employment.
- Most participants had one or more dependent children. At program entry the majority of the study sample reported total family income at or below the poverty level. Most frequently reported sources of support were child support, AFDC and temporary maintenance payments from the former spouse.
- Participants reported nine major barriers to employment:

  1. Lack of vocational training
  2. Lack of awareness of (personal) marketable skills
  3. Lack of a clear employment goal
  4. Lack of training in how to find a job
  5. Lack of awareness of opportunities for employment and training
  6. Lack of self-confidence
  7. Lack of recent paid work experience
  8. Lack of formal education
  9. Lack of funds for training

- The pilot project was effective in reducing these barriers. Participants received information regarding employment and training opportunities, became aware of their skills and abilities, increased self-confidence, developed clearer employment goals and learned new job search skills.
- 72.7% of the sample was employed and/or in training as a result of the program.
- 46.9% of the sample was employed as a result of the program. Median increase in earned income was $7000 a year.

- 34.2% of the sample was in training as a result of the program. This includes 8.4% who were also employed. Most were enrolled in vocational programs at community colleges and receiving some form of financial aid.
- Participants were overwhelmingly satisfied with the services they received. Most beneficial services were identified, in priority order as: 1) personal counseling/group support; 2) employment counseling/job readiness activities; 3) job training, education and job placement information and assistance.
- The project is an outstanding example of cooperation and coordination among state and private agencies at the local level.
- Average program costs from SB2406 funds are projected at $37 per person served, $354 per enrollment in the intensive job readiness program, $487 per person employed and/or in training and $755 per person employed. Calculations are based on total program expenditures and include $50,000 CPE administrative costs.
- Projected benefits over a two year period include $10.6 million in increased earned income, $235,000 in state and local tax revenue, $283,000 in welfare savings plus other government savings and social benefits which could not be quantified. Available data indicate the program is capable of returning more than its cost. (See chart on next page.)

Displaced Homemaker Pilot Project

Projected Program Costs/Benefits
(Two Year Period)

Total Program Expenditure		$586,422
State Funds (SB 2406)	$338,786	
Matching Funds	$247,636	
Increased Earned Income Generated		$10,686,200
Program Participants	$6,286,000[1]	
Secondary Effects (.7 Multiplier)	$4,400,200[2]	
State and Local Tax Revenues Generated		$235,096
Program Participants	$138,292[3]	
Secondary Effects (.7 Multiplier)	$ 96,804	
Welfare Savings (AFDC, Medicaid)		$283,200
State	$141,600[4]	
Federal	$141,600[4]	
Other Savings Juvenile Justice, Education, Alcohol and Drug Abuse Programs, Mental Health Programs, Development of Human Resources		Not Quantifiable
Total Unduplicated Benefits		$10,969,200
State Cost/Benefits Relationship		$338,786 SB2406 Costs $376,696 Tax Revenues and Savings

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1 Based on study sample: employment of 46.9% of participants at $7000 per year average.

2 Multiplier provided by Department of Commerce and Economic Development.

3 Based on Department of Revenue estimates (2.2%).

4 Based on client self-reported data and DSHS research estimates.

PART I: HISTORY AND BACKGROUND OF THE STUDY

The Displaced Homemaker Pilot Project (RCW 28B.04) is a two year pilot program "to establish multipurpose service centers and programs to provide necessary training opportunities, counseling and services to displaced homemakers so that they may enjoy the independence and economic security vital to a productive life." The project was authorized under SB 2406 during the 1979 legislative session and is administered by the Council for Postsecondary Education. Section 7 of the act requires that the Council submit to the legislature a final evaluation at the end of the two year project.

This evaluation study is the third of three planned reports on the displaced homemaker project. A preliminary report was issued in June 1980 and an interim report was adopted in February 1981. This study includes material presented in the two previous reports. The purpose of the study is to analyze: 1) needs and characteristics of displaced homemakers in Washington; 2) program effectiveness in assisting displaced homemakers to become economically independent; and 3) costs and benefits of the program.

Problem Statement

SB 2406 defines a displaced homemaker as an individual who: "(a) Has worked in the home for ten or more years providing unsalaried household services for family members on a full-time basis; and (b) Is not gainfully employed; (c) Needs assistance in securing employment; and (d) Has been dependent on the income of another family member but is no longer supported by that income, or has been dependent on federal assistance but is no

longer eligible for that assistance, or is supported as the parent of minor children by public assistance or spousal support but whose children are within two years of reaching their majority."

CPE eligibility rules state a displaced homemaker must meet the conditions stated under sections a, b, and c of the definition and must meet one of the three conditions listed under section d. Thus some women on public assistance whose youngest child is below age 16 are able to qualify for services under the first part of section (d) because they were supported as full-time homemakers for ten years by a family member. The regulations define "gainfully employed" as having an annual earned income of $7,800 or more. Displaced homemakers who are employed part-time or full-time but who earn less than $7,800 annually are eligible for services under the pilot project.

The displaced homemaker is usually a woman age 35 or over. She often is not covered by existing social and income security programs. When she loses her job as full-time homemaker through the death of her husband, divorce, separation or some family tragedy, she is not eligible for the unemployment benefits paid to other workers, because her household activities are not recognized as work. She is not eligible for social security benefits if she is under 60 with no dependent children, and may never be eligible if she was divorced from the family wage earner before ten years of marriage. Furthermore, if eligible under social security, she cannot collect benefits until her former husband retires or dies. She is not eligible for public assistance if her children are eighteen or over and she is not disabled. When a homemaker

loses her husband, she is likely to lose her health insurance as well and any pension or benefits she might have received under his private retirement program. According to the Older Women's League Education Fund, the median life insurance benefit received by widows is $5,000 and less than 2% of widows receive survivor's benefits on private pensions. Based on 1976 figures, three out of every four women who are widowed, divorced or separated, without children under age 18 and without paid work experience are living in poverty; median income in 1976 was $2,100 per year (reported in B. Hurwitz, "Displaced Homemakers," New York, American Jewish Congress, National Women's Division.)

The displaced homemaker faces multiple barriers, both internal and external, in her quest for economic independence. Lack of self-confidence is a major problem. Today's mature woman has often spent her entire life in a dependent role, going from her father's house to her husband's and may never have had the opportunity or desire to take care of herself. The traditional homemaker often identifies herself through other people. As the family's chief nurturer and supporter, her success is measured by how well other family members achieve. When a mature woman is forced to leave her role as full-time homemaker, she not only loses her chosen life's work, she often loses her entire sense of identity. Guilt, anger, fear, depression and hopelessness are all normal emotions for the displaced homemaker. Drug and alcohol abuse and talk of suicide are not uncommon. She may feel as if her life is over.

The displaced homemaker frequently is unaware of the skills and abilities she has developed during years of homemaking. Although she may have developed considerable expertise through domestic and volunteer activities in areas such as nutrition, food preparation, nursing, small

appliance repair, bookkeeping, horticulture, fundraising, community organization, general coordination and management - she sees herself as "just a housewife."

The displaced homemaker faces additional barriers because she is not familiar with the job market. She doesn't know what kinds of jobs are available in today's economy. Her view of the world of work may be based on stereotypes and images she picked up twenty years ago. Job opportunities associated with computer technology are foreign and frightening. Non-traditional job options usually have not been considered. She lacks information on training programs and other resources which are available. She doesn't know how to go about looking for a job.

The displaced homemaker also faces external barriers to economic independence. Age discrimination, sex discrimination and lack of recent paid work experience all may keep her from being hired. A 1980 Vocational Education Planning Study for the Seattle-King County area found that 75% of employers request that their new entry-level hires have at least some work experience. The general state of the economy significantly affects the displaced homemaker. In time of recession and high unemployment she is forced to compete with more experienced workers for fewer jobs. Other external barriers include lack of child care or transportation.

A 1979 study by the Women's Bureau, U.S. Dept. of Labor estimated there are four million displaced homemakers in the nation. Federal funds were nationally targeted for services to displaced homemakers under CETA Title III (FY 80) and P.L. 94-482, the Vocational Education Amendments of 1976. These funds were utilized in Washington State. The Seattle-King County YWCA operated a model demonstration displaced homemaker project under CETA Title III which was coordinated with the state pilot project.

The State Board for Community College Education targeted $102,500 of federal vocational education dollars for FY 81 "to provide services for displaced homemakers, single heads of households, part-time employees, homemakers seeking full-time employment and individuals desiring to change to non-traditional employment." Community colleges participating in the state pilot project used their federal vocational education displaced homemaker allotment to provide a portion of the required 30% match to state funds.

The outlook for continued federal support for displaced homemaker programs is not positive. CETA programs are being severely restricted. President Reagan has proposed a 25% cutback in federal vocational education dollars. Although the State Board for Community College Education does plan to allocate vocational education funds for displaced homemaker services for FY 82, the funding level is unknown at present.

Since 1975 thirty four states have passed displaced homemaker legislation. Twenty one states are believed to be funding programs during FY 81 or a calendar equivalent: Colorado, Delaware, Florida, Idaho, Illinois, Iowa, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Nebraska, Nevada, New Mexico, New York, Ohio, Oklahoma, Oregon, Rhode Island, Washington, and Wisconsin. Most of these states are on a course similar to Washington's and are in the midst of a small pilot project. One year funding ranges from a high of $725,000 (for eight months) in New York to a low of $35,000 in Idaho. The median appropriation for one year is $120,000.

Projections based on U.S. Department of Labor ratios indicate there are approximately 64,000 displaced homemakers in Washington. The

Council for Postsecondary Education estimates there will be 10,000 - 12,000 new displaced homemakers each year potentially eligible for services under the displaced homemaker program. These projections were discussed in depth in the interim evaluation report.

The following case histories of displaced homemaker pilot project participants are presented to give the reader greater understanding of the problems facing the displaced homemaker and services provided to her under the pilot project. The histories were written by project counselors. All names are fictional.

Louisa

Louisa fits the definition of a displaced homemaker in the classic sense. Her husband had left her after twelve years of marriage and three children. She had not worked outside the home and had been totally dependent on her husband for support. In addition, Louisa suffered a host of other problems. She had left school to be married at the age of fourteen and had endured a marriage that included physical and sexual abuse of Louisa and the children. Her command of English was limited because Spanish was her primary language and had been used almost exclusively in the home.

When Louisa came to the Displaced Homemaker Center, she was receiving public assistance. Being extremely shy and fearful she thought of herself only in negative terms. Her limited English added to her feelings of low self-worth.

Louisa completed the displaced homemakers intensive pre-employment class. Immediately after, she was hired as a CETA funded office assistant. In addition, she enrolled in college classes to complete her education and improve her language skills. During the period in which she was enrolled in the Displaced Homemakers Program and while working as office assistant, she polished up her English, increased her self-confidence and overcame some of her shyness and fears.

When CETA funded jobs were eliminated in April of 1981, Louisa faced the prospect of another job search in a very tight labor market. However, she enthusiastically launched a successful job hunt and was employed within three weeks. She is working full-time as an assembler for a medical supply company at a starting wage of $5.90 per hour.

Mary

"Before I came to the Center, I had no goals except just to survive. I was miserable and bitter," said Mary, who had taken on the task of supporting four children following divorce in 1971. She had previously worked as a cook but was severely injured in a car accident and couldn't work for two years. Her first job after that was working with senior citizens in a special program at the YWCA. That experience and finally "taking a long, hard look at myself" during the training classes aimed Mary at the Gerontology Program at the community college... "all of a sudden I knew where I wanted to go!"

Mary now covers her living expenses by housesharing with an elderly man for whom she cares, working part-time as a cook and with a displaced homemaker tuition waiver. In addition to receiving room, board and wages, she is using the experience as a practicum work assignment in the Gerontology Program.

As a "thank you" to the Displaced Homemaker Program, Mary started a fund for other displaced homemakers to cover emergency expenses. She single-handedly catered a lunch for 300 people, held a garage sale and raised $400 for the center.

Ann

Occasionally a displaced homemaker becomes a "replaced homemaker." During the displaced homemaker program Ann learned new techniques of coping with life problems. For the first time she was able to identify the options open to her, clarify her value system and learn techniques of problem-solving and effective communication. She applied this learning to her own life and to the family problems that had contributed to the distress between herself, her husband and her children. Ann and her husband have been able to resolve these problems and have since remarried.

Julia

Julia, age 59, became a widow two years ago after having been a homemaker for thirty years. Her husband left her a small insurance policy whith was not adequate to support her, and she was not yet eligible for social security. Julia had never worked at a paying job during her married life, and it was clear that she felt depressed, even angry, and not very worthwhile. She was also paralyzed by having to enter the job market. In order to obtain financial and emotional support she decided to move from the mid-west to Washington and live with her married daughter. Living with a relative was satisfying in many ways, as she could babysit her two young grandchildren, and because her relationship with her daughter and son-in-law was excellent. But she was ashamed to be dependent upon them at all, and was most anxious to find a separate living arrangement for herself.

It was at this time that Julia read about the Displaced Homemaker's Center through a newspaper article and made her first visit. It was to be a couple of months before a new intensive training class would begin, but we were able to get Julia into a Wednesday support group for displaced homemakers. By the time the class was to begin she felt more comfortable here and was able to display strength to the rest of the group. In the classes she learned assertiveness skills, job search, interviewing skills, and received job placement assistance. The Strong Interest Inventory and The General Aptitude Test battery that we administered to her indicated that she had high motivation and ability in the area of Occupational Therapy and Personal Services. It was here that she identified the many skills she had acquired in homemaking, child-rearing, and volunteer activities to reinforce her feelings of worth.

Although her confidence was low in the beginning, now she approached the job market with new enthusiasm, pursuing every job lead that came along. We referred her to people and job possibilities that were suited to her abilities. One job seemed to suit her best: this was as a receptionist at a sheltered workshop for handicapped workers. It satisfied her interest in the occupational therapy field and also the skills she had discovered in the classroom. Julia held the job for several months, then heard of another position that interested her even more: as an employment counselor for a service for unemployed youth. By this time her confidence had grown, and she was chosen over several younger, more academically qualified applicants.

After several months, Julia was able to get on her feet financially and rented an apartment for herself not far from her daughter and her grandchildren. She enjoys her independence.

General Description of Pilot Project

Project Start-Up

On March 21, 1979 Governor Ray signed Engrossed Senate Bill 2406, which authorizes the Council for Postsecondary Education . . .

> to undertake a two-year pilot project to establish multi-purpose service centers and programs to provide necessary training, counseling, and services for displaced homemakers so that they may enjoy the independence and security vital to a productive life.

A total of $350,000 was appropriated to the Council to carry out this pilot project. A fiscal note was prepared which provides for two half-time employees - one administrator and one secretary, and small allowances for printing and travel costs.

The Executive Coordinator of the Council established a Displaced Homemaker Program Advisory Committee in July 1979 to: a) provide an effective and efficient means for the consultation required by Sections 4 and 8 of the bill; and b) provide needed advice and counsel regarding the development and administration of the pilot project. Twenty-two persons sit on the Advisory Committee: four members of the Senate and House Social and Health Services Committees; nine representatives of federal and state agencies; three representatives of community women's groups; and six at large members selected to provide geographical and general public representation. A complete list of committee membership is provided in the Appendix. Ms. Beverly Postlewaite, Sex Equity Administrator of the Commission for Vocational Education, was elected committee chair.

Project Design

The act and adopted regulations call for two levels of service to displaced homemakers: multipurpose service centers and programs of service. Regulations provide for two multipurpose service centers (hereafter called centers) to be established in major population areas of the state. Each center may receive an initial grant of up to $70,000 with 30% required matching funds additional. Centers must provide services in seven areas: job counseling, job training and placement, health counseling, educational services, legal counseling and general outreach information and referral to existing federal, state and local programs. Programs of service (hereafter called programs) are intended to provide services in one or more areas listed above, focusing on employment and employment-related issues. Programs may receive an initial grant of up to $42,000 with 30% required matching funds additional. Regulations stipulate that at least one program established under the pilot project must be specifically designed to reach and serve rural displaced homemakers. The rules provide for contracts to be awarded on a competitive request for proposal basis. They also allow for the Council to reserve not more than $21,000 for contracts to provide training to displaced homemaker service providers.

Contract Awards

The Council for Postsecondary Education received seven applications for displaced homemaker centers. A panel of five experts read and rated each proposal according to publicly stated criteria. On October 4, 1979, upon recommendation from the project advisory committee, the council awarded contracts for displaced homemaker centers to Bellevue

Community College and Spokane Community College District #17. Each contract was for $70,000 for a twenty month period beginning November 1, 1979 and required an additional contribution of 30% matching funds from the sponsoring organization or other sources.

The Council received twenty proposals for displaced homemaker programs and followed the same review procedure. On December 6, 1979, upon recommendation from the advisory committee, the Council returned to the project general fund $21,000 previously reserved for training service providers, so that four contracts for displaced homemaker programs could be awarded. The Council took this action in recognition of the great need for direct services to displaced homemakers in Washington, and in the hope that training funds would become available from other sources. Contracts were awarded to the following organizations: Seattle/King County YWCA $29,636; Lower Columbia Community Action Council $35,150; Tacoma/Pierce County YWCA Consortium (including Tacoma Community College and Fort Steilacoom Community College) $42,000; and Wenatchee Valley College $42,000 (rural project). Each contract was for a period of 18 months (beginning January 1, 1980) and also required a 30% matching contribution.

Objectives

The project objective has been operationally defined as "to provide necessary training opportunities, counseling and services to increase the employability of displaced homemakers." Evidence of increased employability includes entry into full-time or part-time employment, increased earnings and/or responsibility for those already employed, or entry into vocational or academic training leading to employment.

Certain behavioral changes are also considered as contributing toward increased employability: increased self-confidence regarding employment, development of a clearer employment goal, increased awareness of employment and training opportunities and increased knowledge of job search skills. These changes are measured on a self-reporting questionnaire administered to participants upon entering and leaving the program and tested for statistical significance.

While all contractors have directed their objectives toward the broad goal of employability, each center or program has developed its own specific service objectives. These are summarized below and are discussed more fully in the contractor activities section in the Appendix.

Bellevue Community College Displaced Homemaker Center: 185 displaced homemakers to be served with intensive pre-employment classes; 70% placed in employment and/or training; 1080 additional displaced homemakers to receive supplementary services (information, referral, workshops).

Spokane Community College District #17 Displaced Homemaker Center: 220 displaced homemakers to be served with vocational, educational and support counseling; 43% to be placed in employment and/or training. Specialized outreach to rural areas and to minorities.

Seattle/King County YWCA Job Development and Placement Program: 140 displaced homemakers to be served with individual employment counseling, 46% to be placed in employment and/or training. In-person outreach/education to 40 employers.

Tacoma YWCA Displaced Homemaker Consortium: 160 displaced homemakers to be served with intensive pre-employment classes; 46% to be placed in employment and/or training. 1000 additional displaced homemakers to receive short-term information, referral and contact services. Massive outreach campaign to be conducted including five television shows, newspaper articles, a booth at the State fair, and a Pierce County Women's Job Fair.

Lower Columbia Community Action Council: 75 displaced homemakers to be served with group and individual counseling; 60% to be placed in unsubsidized employment and/or training. A bi-monthly newsletter to be published and one-day displaced homemaker conference to be sponsored.

Wenatchee Valley College Project SHARE (Rural Program): 100 displaced homemakers to be served with intensive pre-employment services; 50% to be placed in employment and/or training. 150 additional displaced homemakers to receive educational, vocational and supportive counseling, information and referral. Services to be available at two sites, Wenatchee and Omak (100 miles north).

Service Delivery Approaches

In view of the experimental nature of the pilot project and its commitment to meeting the needs of displaced homemakers, contractors were encouraged to try out new and innovative approaches to service delivery. They were also permitted to modify their programs in mid-course in response to client feedback. As a result of this policy, there was considerable evolution in program design. Those contractors with extensive previous experience operating displaced homemaker programs, Bellevue Community College and Lower Columbia Community Action Council, maintained their original program structure throughout the project. All others made one or several modifications. These modifications ultimately necessitated a slight adjustment in the evaluation study design changing the date of follow-up from 90 days after exit to six months from date of entry. This adjustment is discussed further under "Methods."

At the beginning of the pilot project, most contractors had chosen one of two approaches to services: a classroom (group) approach, or an individualized approach. The Spokane, Bellevue, Tacoma and Wenatchee (main campus) contractors offered displaced homemakers a structured classroom program of specific duration in which the curriculum incorporated all required services. The class or workshop was offered periodically, often at rotating locations, at no charge. While individual counseling and placement assistance were available, they were not stressed at the beginning. For this approach the emphasis was on facilitating a network of strong mutual support and reliance among group members, and on assisting members to develop the self-confidence, initiative and employment-related skills which would enable them to find their own employment or self-enroll in a training program. By contrast, the Seattle YWCA and

Wenatchee Valley College North (Omak) emphasized an unstructured, individualized approach to service. The participant's primary contact was with an employment counselor, whom she might see for up to six months. Support groups and workshops were available, but the individual might not take advantage of these services. The Longview program at Lower Columbia Community Action Council used a combination of the two approaches. All displaced homemakers first attended a structured classroom program and then continued to work individually with a counselor on an ongoing regular basis.

Within the group or individualized approaches, further differences existed. The structured classroom program was from ten hours (Tacoma Community College) to 99 hours (Spokane Community College). It was offered over a period of from four weeks (Tacoma YWCA) to eleven weeks (Bellevue Community College). Class size ranged from six (Lower Columbia Community Action Council) to 35 (Spokane).

As the project progressed and contractors modified their approaches, many of the sharp differences in program design disappeared. The Tacoma Consortium and Spokane Community College District #17, both classroom contractors, adjusted their programs to give participants more individualized attention in class and during the follow-up period. (Bellevue Community College had always provided for an individualized counseling session at the end of the structured class, plus 30, 60, and 90 day follow-up). Maximum class size under the project was reduced to 20. Minimum class time under the project was raised to 32 hours. The Seattle YWCA, provider of primarily individualized services, began offering a seven or eleven week structured support group series. To

date, while all differences certainly have not disappeared, a body of common belief regarding service delivery seems to be naturally emerging as part of the pilot project. A description of each contractor's activities is provided in the appendix, and conclusions regarding service delivery are presented in subsequent sections of the study.

Methods

This final evaluation report is based upon a sample of 597 participants drawn from all six contractors: the Spokane Community College District, Bellevue Community College, the Tacoma YWCA Displaced Homemaker Consortium, Lower Columbia Community Action Council, the Seattle-King County YWCA and Wenatchee Valley College. In order to allow for six month follow-up of participants (to assess the program's impact on employment and training) and to provide sufficient time for data collection, analysis and development of the report, the sample consists of all participants who enrolled in the pre-employment (job readiness) program from November 1, 1979 to November 1, 1980. Displaced homemakers were enrolled by the local contractor on the basis of completion of the project intake form, eligibility, need for intensive job-readiness services, and commitment to active program participation. Persons who dropped out of the program during the first week were not counted as enrolled. Since the two displaced homemaker centers began operation before the four programs, they were able to serve a greater proportion of their clients during the designated study period. The Spokane center, in particular, served a large number of displaced homemakers at the beginning of the project. The Wenatchee Valley College program did not begin direct services to clients until June 1, 1980, and so had fewer cases available for the study. As a result the Spokane center is slightly overrepresented in the study

sample and Wenatchee Valley College is slightly underrepresented. However, the effect on overall projected employment and training placement rates is minimal (less than 1%).

The sample of 597 is 62% of the total population to be served by the project with intensive pre-employment services. It includes the 290 cases which served as the basis for the February 1981 interim report. With the exception of Wenatchee Valley College, the cases reported by each contractor constitute at least 50% of the total population served and are believed to be highly representative of that contractor's population. The Wenatchee sample of 37 cases is 32% of the total projected Wenatchee caseload. A breakdown of the study sample and projected total population is listed below.

	Study Sample	Projected Total Population Svd.
Spokane Community College District (Displaced Homemaker Center)	186 31.2%	237 24.8%
Bellevue Community College (Displaced Homemaker Center)	136 22.8%	193 20.2%
Seattle YWCA (Displaced Homemaker Program)	76 12.7%	140 14.6%
Tacoma Consortium (Displaced Homemaker Program)	111 18.6%	200 20.9%
Lower Columbia Community Action Council (Displaced Homemaker Program)	51 8.5%	70 7.3%
Wenatchee Valley College (Displaced Homemaker Program)	37 6.2%	117 12.2%
Total	597 100%	957 100%

The primary evaluation instrument of this study was a series of three questionnaires developed by the program officer in consultation with project advisory committee members and with faculty at the University of Washington Graduate School of Public Affairs. Displaced homemakers were asked to complete the survey at three points: upon requesting services (intake), upon terminating regularly scheduled services (exit), and six months after enrolling in the program.

The intake questionnaire was administered by a counselor during a personal interview or in a small group situation. It is designed to elicit basic demographic and employment history information, to assess the barriers to employment which the client is facing, and to provide baseline data on perceived self-confidence, perceived knowledge of training options, employment opportunities and job search techniques, and perceived clarity of vocational/employment goals.

The exit form is intended to gather information on the participants' employment status at program completion and to measure any changes from baseline in the areas listed above. The exit form also ascertains participant satisfaction with the program and invites comments and complaints. Contractors following the classroom (group) approach administered the exit questionnaire at the final class session. Since contractors following the individualized approach worked with their clients on a regular basis until placement, participants at these program sites completed the exit form upon securing employment, entering training or after six months, whichever came first.

The difference in exit form completion date between "classroom contractors" and "individualized contractors" has an important consequence. Since classroom participants were primarily in class rather than

out seeking employment, and since they were exited at the end of the structured classroom services whether or not they had been placed in employment or training, placement statistics collected at exit tend to favor individualized contractors. Therefore data collected at exit were used in determining service utilization, participant satisfaction and behavioral changes, but assessment of program effectiveness in assisting displaced homemakers to obtain employment or training was based on status at six month follow-up.

The follow-up questionnaire provides final information on employment or training status, changes in income, and participant satisfaction. It was administered by a counselor in person or by telephone six months, on the average, from project enrollment. The evaluation design had originally provided for follow-up 90 days after exit. However, as the project developed and contractors began modifying their services, it became increasingly difficult to determine exactly when an exit had occurred. Many "classroom" clients began returning for additional individualized services after completing the exit questionnaire. Thus it was agreed by all parties involved in the pilot project that it would be fairer to assess program effectiveness by keying follow-up to program entry.

The evaluation questionnaires were tabulated and analyzed by the project officer. Dr. Marsha Brown, Assistant Professor of Public Affairs at the University of Washington Graduate School, specialist in statistics, measurement and education policy, served as consultant. The work was done using SPSS (Statistical Package For the Social Sciences), a prepackaged set of computer programs designed for social science research.

When examining the findings of this study, the reader must keep in mind that <u>there is no control group</u>. As the primary purpose of this

project was to provide services rather than to conduct research, everyone requesting services received some kind of assistance. Consequently it cannot be stated absolutely that the reported employment and behavioral outcomes are, in fact, a result of the program. Instead the evaluation relies upon the participants' subjective assessment of the program's impact.

Many of the findings of this report are displayed in tables in the appendix. Each table is a frequency distribution cross-tabulated by contractor. The first column refers to Spokane participants, the second to Bellevue participants. The third column refers to Seattle YWCA participants, the fourth to the Tacoma Consortium, the fifth to Lower Columbia Community Action Council, and sixth to Wenatchee Valley College. The last column is the total for the entire sample. All percentages refer to column totals and are based on the number of persons responding to each question. Since every participant did not answer every question, totals in each table may be different. Percentages may not add to exactly 100% due to rounding by the computer.

PART II: FINDINGS

Demographic Characteristics

Tables I through VIII in the appendix display the demographic characteristics of project participants by contractor. Two participants who enrolled in the intensive pre-employment program offered under the pilot project were men. The rest were women. Contractors report that they provided short term information and referral services to a larger number of men. However, there were only two male program applicants who had spent ten years as full-time homemakers.

The majority of persons in the study sample were Caucasian (91%), age 30-49 (65%) and either divorced or separated from spouse (82%). Just over one quarter (26%) were age 50 and over. Thirteen percent were widowed. Nine percent of the sample was from a minority ethnic group, with Native Americans (4%) most frequently represented. Most participants had dependents (70%). They most frequently reported one or two dependent children, with the youngest between ages 6 and 12 (median age: 10). The majority of members of the study sample had a high school diploma. Twenty seven percent had some additional training, but no degree or certificate. Just over one fifth had not completed high school.

Participants were asked about their family income before and after they became displaced homemakers. Thirty nine percent reported income before displacement of over $20,000 a year, and 57% reported annual income above $15,000. The median annual family income of the same group of women when they entered the displaced homemaker program was approximately $4,800. About two thirds reported family income below $6,000 per year. These figures were based upon the participants' monthly income at

time of intake, which was annualized. Some participants (12%) who had just recently separated or lost AFDC or unemployment benefits reported they had no present income whatsoever. Median annual family income for displaced homemakers with no dependents was $3,535, with one dependent $4,431, with two dependents $5,410. The majority of project participants were living at or below the federally defined poverty level (May 1980) at the time they entered the displaced homemaker program.

Although these figures tend to indicate that most participants were CETA eligible, this may not necessarily be the case. Under CETA regulations recently separated displaced homemakers would have been forced to include some of their spouse's past income. Women who maintained custody of children, but whose husband retained them as an income tax deduction, would not have been allowed to claim the children as dependents under CETA. These regulations might have significantly increased the displaced homemaker's income on paper and resulted in loss of CETA eligibility.

The sources of financial support most frequently reported by participants at intake were: child support (33%), Aid to Families With Dependent Children (25%), temporary maintenance (23%), savings (17%), and employment (13%). Temporary maintenance from the former spouse was typically awarded for two years or less. Percentages add to more than 100 since many displaced homemakers listed more than one source of support.

Employment History

Tables IX through XIII in the appendix display the employment history and work attitudes of respondents at program entry. Findings indicate that project participants lacked substantive work experience. The great majority of displaced homemakers (61%) had held full-time employment for three years or less in their adult lives. Over one half

of the participants had little or no part-time work experience. Almost 10% had never been employed as an adult and one third had never worked full-time.

Program eligibility requirements state that participants must have been full-time homemakers for ten or more years, though not necessarily consecutively. The great majority of respondents (63%) had been full-time homemakers for fifteen or more years. Approximately 41% had been out of the labor force for at least ten years, and 53% had been out for at least five years. These figures seem to suggest a pattern where some women alternated periods as full-time homemakers with periods of paid employment. It is possible that many of these women took occasional unskilled temporary jobs to supplement family income during hard economic times, or to earn money for some special family event. Approximately 13% of participants were employed when they entered the program.

Participants were asked, "Taking into consideration your personal situation and financial resources, how soon do you need to begin working?" They were also asked how many hours per week they wanted to work and what their attitude was regarding a job versus a career. ("I want to work only as much as I need to in order to support my family" or "I am interested in a job with career growth potential.") The vast majority (87%) indicated they needed to be employed within one year or less. Most participants wanted full-time positions with career growth potential.

Barriers to Employment

At intake and again at exit, participants were presented with a list of 25 possible problems or concerns. They were asked to indicate which ones, in their opinion, were keeping them from being gainfully employed. They were invited to add additional barriers to the list, if

necessary. Table XIV in the appendix displays the responses of the entire sample. Percentages add to more than 100 since most persons indicated multiple barriers.

Results of this survey confirm the findings of the Interim Evaluation Report. At intake, the same nine barriers stood out from the rest and were indicated by over 50% of participants:

1.	Lack of vocational training	67%
2.	Lack of awareness of (personal) marketable skills	64%
3.	Lack of clear employment goals	61%
4.	Lack of training in how to find a job	61%
5.	Lack of awareness of opportunities for employment and training	60%
6.	Lack of self-confidence	58%
7.	Lack of recent paid work experience	57%
8.	Lack of formal education	51%
9.	Lack of funds for training	51%

At program exit, the percentage of participants reporting every barrier except race discrimination and a criminal record decreased. The nine major barriers to employment were reported by 44% - 9% fewer participants. The program was most effective in reducing the following barriers:

1.	Lack of awareness of opportunities for employment and training	Down by 44%
2.	Lack of training in how to find a job	Down by 43%
3.	Lack of awareness of (personal) marketable skills	Down by 41%
4.	Lack of a clear employment goal	Down by 34%
5.	Lack of self-confidence	Down by 28%
6.	Lack of funds for training	Down by 27%
7.	Lack of vocational training	Down by 18%
8.	Lack of recent paid work experience	Down by 15%

It is important to recognize that these findings are based upon the <u>perception</u> of participants. It is possible that when displaced homemakers entered the program, the emotional turmoil they were experiencing magnified problems into insurmountable barriers. The personal counseling, group

support and self-confidence building offered as part of the program may have increased their coping skills so that in some cases the same problems may no longer have been perceived as barriers. This may explain the decreased percentage of participants reporting physical disability or age discrimination as barriers to employment.

Since there is no control group, we cannot state absolutely that the changes in reported barriers were a result of the displaced homemaker program. Other events outside the program may account for the decreases, especially in reported health problems and problems with dependents. On the other hand, one could make a case that these changes were also a result of increased coping skills and possible medical and/or other referrals offered by the displaced homemaker program.

Finally, despite large decreases in the number of persons reporting each barrier, many still remained obstacles for a sizable percentage of participants. Over 48% of the sample indicated lack of vocational training as an employment barrier at exit. Lack of formal education and lack of recent paid work experience were still major obstacles.

Services Used

The exit questionnaire presented participants with a list of all major services required under SB 2406 and asked them to indicate those services which they had received. Pilot project regulations require that displaced homemaker centers offer all services on the list, and that displaced homemaker programs offer one or more services focusing on employment and related issues. Participants at the Seattle YWCA and Lower Columbia Community Action Council completed the exit questionnaires upon placement, and the survey should accurately

reflect all services provided. Bellevue Community College, Spokane Community College District #17, and the Tacoma Consortium administered the form on the last day of regularly scheduled classes. These contractors report that some participants did return after class was completed for additional individual counseling and/or job placement assistance. Thus, for these contractors, the survey reflects services provided prior to and during the classroom program only.

Survey results indicate that the majority of displaced homemakers made full use of the services available to them. As anticipated, participants at the two displaced homemaker centers and at Lower Columbia Community Action Council, which operated as a mini-center, reported receiving a wider range of services than participants at the other displaced homemaker programs. Personal counseling/group support, job readiness activities, education, training and placement assistance were the major services indicated. Results for the total project sample are listed below. The appendix reports results by contractor.

Personal Counseling/Group Support	91%
Employment Counseling/Job Readiness Activities	85%
Education Information and Assistance	74%
Job Training Information and Assistance	72%
Job Placement Information and Assistance	67%
Information and Referral to Existing Federal, State and Local Programs	52%
Financial Management Information and Assistance	48%
Legal Information and Assistance	42%
Health Information and Assistance	36%

Over 85% of participants reported using the program's services for three months or less. Median reported time in the program was 2.2 months. Again, these figures do not include time spent by some participants in classroom-based programs after class completion. The Bellevue Community College staff estimates that 25% of class participants returned for additional individual services during their 90 day follow-up period.

A smaller percentage of Spokane and Tacoma participants received these supplementary services. A reasonable estimate for median time spent in the program including classroom follow-up services is 2.7 months.

The survey indicates that 80% of the participants served by Bellevue Community College, the Tacoma Consortium and the Spokane Community College district completed the established classroom program. Approximately 15% exited early because they had already found employment or entered training. The remaining 5% dropped out due to health or family problems, or because they felt the program did not meet their needs. It must be noted that persons who left the program before the second week of class were not counted as enrolled and do not appear in these statistics. Classroom contractors estimate that the ratio of displaced homemakers initially interested in classroom services to those who became committed enrolled participants was 2:1.

At Lower Columbia Community Action Council and the Seattle YWCA counselors worked with clients on an ongoing basis for a maximum of six months until the client obtained employment or training. Seventy-two percent of participants exited because they had achieved employment or training, though the placements were not all credited to the program. Fourteen percent dropped out of the program for personal reasons and 14% were exited at six months without having achieved placement. Counselors emphasize that persons who were officially exited at the project cut-off period of six months were invited to continue using the sponsoring organization's regularly funded services. As Wenatchee Valley College counselors did not consistently administer the exit questionnaire at the same period in the program, it was not possible to analyze the Wenatchee data regarding reason for termination.

Behavioral Changes Reported By Participants

A portion of the intake survey asked participants to rate themselves on a scale from one to five on each of the following items: 1) "How much do you know about job training programs available in your community?" 2) "How much do you know about how to go about finding a job?" 3) "How optimistic do you feel about becoming employed in general?" 4) How confident do you feel about your personal future?" 5) "How clear an idea do you have of the job you want?" The Likert scale offered choices in discrete categories ranging from a low of one (no knowledge at all, not at all optimistic, etc) to a high of five (very much knowledge, very optimistic, etc). The same questions were repeated on the exit survey.

The purpose of these questions was to measure changes in the targeted items as related to participation in the program. The underlying assumption was that increased knowledge of employment and training opportunities, increased optimism and self-confidence and increased clarity of employment goal contribute toward increased employability. For the purposes of statistical analysis, the Likert scale was treated as a continuous variable. The mean score on each question at intake and at exit was computed for each center. A series of t-tests was performed to determine whether statistically significant changes had occurred. The tables in the appendix display the mean scores at intake and at exit for each question, changes in the mean, and statistical significance. Results confirm the findings of the interim report. At each displaced homemaker center or program the mean score on each question increased from intake to exit, indicating that participants gained increased knowledge and self-confidence. All increases except one at Wenatchee Valley College were statistically significant, i.e. unlikely to occur by chance alone.

In assessing these findings, it is important to recognize that the survey did not actually measure the participant's knowledge or self-confidence. Rather, as with barriers to employment, it measured her perception of these from a behavioral viewpoint. It is possible that the participant's real knowledge did not increase at all, but that her confidence and awareness of what she already knew was increased. In this case, one could still argue that the program made a positive contribution toward employability. The power of positive thinking in job search and career advancement has been widely promoted.

Employment and Training Status of Participants

Final evaluation of the effectiveness of the displaced homemaker pilot project is based upon the employment and training status of enrolled participants six months, on the average, from program entry. This follow-up information is available for 571 participants. Clients were contacted by telephone by the displaced homemaker center/program staff and asked to identify their current employment or training situation. They were additionally asked whether, in their opinion, placement was a result of the services they had received from the pilot project. They were instructed to answer "yes" if the placement was a direct result of project services (direct referral) or if it was an indirect result due to increased knowledge, skills, self-confidence, etc. Participants were instructed to answer "no" if they believed that project services had not contributed to their present employment or training. Contractors were given placement credit only when the client indicated placement was a result of the program. At six month follow-up 457 (80%) enrolled participants were employed and/or in training and 415 (72.7%) credited the placement to the pilot project. Placement rates for individual contractors were as follows:

Completed Follow-Ups		Persons Employed and/or in Trng. as Result of Prog.	Placement Rate
BCC	136	122	89.7%
LCCAC	51	42	82.4%
WVC	35	25	71.4%
Spokane CC	177	118	66.7%
Tacoma Con.	96	64	66.7%
Seattle YWCA	76	44	57.9%
Total	571	415	72.7%

Differences in placement rates can be attributed to relative experience of the contractors and to population differences. Bellevue Community College and Lower Columbia Community Action Council are highly experienced contractors who have been operating specialized job readiness programs for displaced homemakers since 1977. The other organizations were all beginning new programs. They had to devote more time and effort to staff training, curriculum development, client outreach and to establishing communication with employers and other agencies. Consequently less effort was initially devoted to placement.

The large span in placement rates between Bellevue Community College and the Seattle YWCA is primarily due to population and situational differences. Both programs operated in King County and both placed a relatively similar proportion of clients in jobs. However Bellevue Community College placed 29% more displaced homemakers in training programs. To some extent this is probably due to the fact that the Displaced Homemaker Center sponsoring organization was a community college. Training programs were readily available, displaced homemakers were already on campus and the staff was likely to be very encouraging of displaced homemakers becoming regular students. The data also indicate that Seattle YWCA clients tended to be older, with more past work experience, lower family income and a much greater need for immediate employment. Almost 61% of YWCA clients stated on the intake questionnaire that they needed a job immediately, while only 21% of Bellevue clients responded in this

in a vocational program (70%) at a community college (67%). Fifteen percent of displaced homemakers in training were enrolled at vocational technical schools. Project participants most commonly studied business and commerce technologies (41%). More than half (54%) anticipated a training period of one year or less. The great majority (74%) received one or more forms of financial aid for training. Forty eight participants placed in training were also placed in employment through part-time unsubsidized positions in the private sector, CETA programs and college work/study programs. Counselors were asked to estimate participants' starting salary after training based on current available information. Median projected entry level salary was $11,500 per year for full-time employment.

Employment/Training Status of Welfare Recipients

The pilot project was primarily intended to serve displaced homemakers who were not eligible for public assistance, though the latter category was permissible under certain eligibility guidelines. One hundred fifty-four participants in the sample (28%) indicated they were receiving public assistance: 135 reported AFDC and 19 reported General Assistance. Most were served by the two displaced homemaker centers. The Tacoma Consortium and Seattle YWCA served this population under separate CETA contracts.

At six month follow-up 106 (69%) welfare recipients reported their status as employed and/or in training. Forty-two participants credited their job to the program, 53 credited training and 11 credited both employment and training to the displaced homemaker program. Most job placements (64%) were unsubsidized.

Lower Columbia Community Action Council and Bellevue Community College were particularly successful in assisting welfare recipients. Lower Columbia Community Action Council successfully placed all 13 welfare

manner. Thus it appears that the two organizations offering two different approaches to service drew different populations. Each organization was highly successful in serving its client group.

In total, 313 participants (54.8%) were employed at six month follow-up and 268 (46.9%) credited their job to the displaced homemaker program. This includes persons who were already employed at program entry, but who upgraded their positions through promotion, salary increase or increased working hours, as a result of the program. Job placement rates for individual contractors, listed in the appendix, ranged from a high of 74.5% at LCCAC to a low of 36.2% at the Spokane Community College District. Eighty-five percent of all job placements were in unsubsidized employment. Thirty eight percent reported part-time employment and 62% reported full-time jobs.

The great majority of participants were working in jobs traditionally held by women. Almost one half (48%) reported clerical or sales positions. One third (33%) reported service positions, and 11% reported professional, technical or managerial positions. Twenty four participants (8%) reported employment in forestry, processing, benchwork or transportation occupations. Median annual salary for all employed participants was approximately $7,000. This figure reflects the high number of part-time jobs. Some participants (13.4%) were already employed at the time they entered the displaced homemaker program, though earning less than $7800 per year. At six month follow-up 45% of this group reported increased earned income as a result of the program. Median increase was $3500 per year. Among those who were not employed at program entry, the median increase in earned income credited to the program was $7400 per year. The median annual increase for the entire sample, including both groups, was $7000.

Two hundred three (35.6%) were in training at six month follow-up and 195 (34.2%) credited this status to the program. Most were enrolled

recipients in jobs or training. At six month follow-up, five participants were employed and no longer receiving any form of government subsidy, six were in subsidized jobs, and two were in training. Bellevue Community College placed 29 of 32 welfare recipients in jobs or training. At six month follow-up 15 reported unsubsidized part-time or full-time employment. Ten participants reported they were no longer receiving any form of public assistance. (One had moved from the area.) One participant reported medical benefits only. Four displaced homemakers reported reduced benefits due to part-time employment. One reported subsidized employment and the remaining 13 were in training.

Welfare recipients were grateful for services received under the pilot project. One woman wrote, "I feel everyone on public assistance should have to go through a program like this to help them get on their way."

Participant Satisfaction

As in the Interim Evaluation Report, displaced homemakers in the study sample were overwhelmingly satisfied with the services they received from the program, both at the time of exit and at six month follow-up. At exit rating 6% were somewhat satisfied, 25% were satisfied and 69% were very satisfied with the program. At six month follow-up, when participants had had time to reflect on the program and many had obtained employment or training, the program was rated even more highly: 3% somewhat satified, 21% satisfied and 76% very satisfied. Three participants at exit and two at follow-up were not satisfied with the services they had received. Over 99% of the displaced homemakers in the sample said they would recommend the program to a friend. Some wrote notes on the questionnaire indicating that they had already done so.

A space was provided on the exit questionnaire where participants could write comments, problems or suggestions. The staff at Bellevue

Community College, Spokane Community College District #17 and Lower Columbia Community Action Council had participants complete additional evaluation forms with open-ended questions. These forms were also made available to the CPE. Some of the more eloquent comments which are representative of the sample are printed below.

"This program has really helped me through a very difficult time in my life. It has helped me find direction, confidence and to deal with emotions. I now feel like I can deal with anything...I feel confident to be able to go out into the job market and to succeed in my life."

Lower Columbia CAC Participant

"This was a stimulating experience for me that shall add a lot of enrichment to my work experience, because the program gave me choices and resources."

Bellevue CC Participant

"I am grateful for the support, job workshops, job referrals and cooperation and patience afforded me by the counselors...As a result I am better prepared for the job market with a positive attitude, less fear and more professional approach...I surely am grateful for the program and a staunch supporter for its survival and growth."

Seattle YWCA Participant

"This program has been like a family to me...When I came into this program I was so totally lost as a human being - emotionally, mentally and even physically. Little by little this program and the other women who came as I did picked me up and cared so much that I learned to care about me too...I have an ability to cope with my life and situations now, where I had none...I can make decisions now - where I couldn't before. I live in a more <u>real</u> world than I did. I have new hope.

Spokane Participant

"The greatest advantage of this program was it was free and <u>very</u> helpful."

Tacoma Participant

"Most valuable services: the support of the group. The help in choosing a career. The boosting of my self-esteem. Help in taking a more optimistic and positive approach to the future. The Interaction job finding tactics were helpful."

Bellevue CC Participant

"I feel everyone on public assistance should have to go through a program like this to help them get on their way."

Spokane Participant

"This was a class I enjoyed, but it was not long enough. We only touched the basics. More time was needed to benefit me personally."
Tacoma Participant

"I think these classes have helped me to learn to cope with my problems a little better. I have also made a lot of new friends through the one to one counseling and the group sharing. The classes we had on preparing for a job and the job search were very interesting. I didn't know about these things...The communication that I have learned I am trying to take home to my kids and it is working good, I think. The interviewing was a good experience for me and I even helped another person take an interview for a job... I enjoyed the class immensely."
Lower Columbia CAC Participant

"I'm so grateful to be part in the displaced homemaker program. For several years now I've felt so worthless yet I know I was just a good ole mother. I had no life outside my children...I have so much to learn. I'm still real fearful - but I know I'm getting stronger. I don't cry so much no more. I'm really becoming a person! I'm not just living day to day either. I've got plans."
Seattle YWCA Participant

The project exit questionnaire asked participants to identify and rank the three most beneficial services they had received from the program. Findings confirm the Interim Report. Displaced homemakers overwhelmingly agreed that personal counseling/group support was the most beneficial service. Over 66% listed it as number one. Employment counseling/job-readiness activities were seen as the second beneficial service (35%). Job placement information and assistance (19%), job training information and assistance (17%) and educational information and assistance (15%) were all highly rated as the third most valuable service.

Short-Term (Non-Intensive) Services

The pilot project evaluation study is based on 957 displaced homemakers who enrolled in the intensive pre-employment (job-readiness) programs offered by contractors. However many other displaced homemakers received services and benefited from the pilot project. A 1978 report

from the Women's Bureau, U.S. Department of Labor, "Employment and Economic Issues of Low Income Women" states that a priority issue for this population is lack of information. The report states, "Women all over the country felt they needed more information about jobs, training, counseling services, health and social services, welfare, child care, housing, legal rights, and even about each other and their common problems." The report recommends the establishment of "community-based women's resource centers for information and referral which could advise women about the availability of services and programs in the community."

Displaced homemaker centers and programs funded under the pilot project functioned as community resource centers for local women. Bellevue Community College, the Tacoma Consortium and Wenatchee Valley College contracted to provide information, referral and short-term assistance to 1080, 1000, and 150 displaced homemakers respectively, in addition to persons served under the intensive program. In fact, all contractors provided these services. Contractors reported serving over 8,000 non-intensive clients during the course of the pilot project. The majority were displaced homemakers who were not eligible for intensive pre-employment services under SB 2406. Many of these persons were served over the telephone. Others attended workshops, conferences and job fairs sponsored under the project. A smaller proportion received individual in-person counseling. Short-term clients did not complete project evaluation questionnaires. Counselors made a rough assessment of project eligibility for statistical purposes based on marital and employment status. However, almost all persons contacting the center/program received some assistance.

As Bellevue Community College and the Tacoma Consortium formally contracted to serve a large number of short-term clients, they were

required to maintain individual client records. In September-October 1980 a random telephone survey was conducted by these contractors to evaluate the effectiveness of short-term service delivery.

The Bellevue staff contacted 40 persons, 10 who were served during the first four quarters of the project. Participants were asked for demographic data and were questioned regarding services received, referrals received, and whether the assistance was helpful. Services received are listed below. Most persons reported multiple services.

General information and referral to existing federal state and local programs	95%
Personal Counseling	68%
Employment/Job Readiness Counseling	30%
Financial Management information and assistance	30%
Legal information and assistance	28%
Education/training information and assistance	25%
Job Placement information and assistance	20%
Health information and assistance	0

Most persons indicated the assistance was definitely helpful (70%) and another 25% felt it was somewhat helpful. Five percent felt it was not helpful or refused to answer. Most persons who received referrals were satisfied with the referral: 68% stated the referral was helpful; 23% reported it was somewhat helpful; 9% did not use the referral. Bellevue clients in the sample were all Caucasian women, though the center reports it has served minority women. Ninety percent were divorced, widowed, or separated. Just over one half were above age 40, and one half indicated they were single parents. Fifty three percent indicated they were already employed when they contacted the center. Some were seeking employment or training information for upward mobility. Many were seeking other resources. Ten percent reported they had become employed and 10% reported they had entered training as a result of the information and referrals provided by the center.

The Tacoma Consortium also conducted a random telephone survey. Thirty short-term clients, 10 served during the first three quarters of the project, were contacted by staff from Fort Steilacoom Community College. The sample was drawn from persons whose initial contact was with Fort Steilacoom Community College and did not include clients served solely by the YWCA. This may possibly have biased the sample toward Pierce County rather than Tacoma city residents.

Results of the Tacoma/Pierce County survey reflect the fact that the consortium primarily operated an employment and training program rather than a multipurpose service center. Most clients (90%) were unemployed and seeking employment/training assistance. Services received are listed below:

Personal Counseling/Group Support	67%
Educational Information & Assistance	63%
Job Placement Information & Assistance	53%
Job Training Information & Assistance	53%
General Information & referral to existing federal, state & local programs	37%
Employment/Job Readiness Counseling	27%
Legal Information & Assistance	3%
Financial Management Information & Assistance	3%
Health Information & Assistance	3%

Although 37% specifically reported the category "general information and referral," all 30 participants in the sample indicated that they had received referrals from the displaced homemaker program. Many persons may have assumed this was included in the other categories as well. Forty three percent of the sample stated that the service was definitely helpful and 57% felt it was somewhat helpful. Seventy percent felt their referrals were somewhat helpful and participants were equally divided (13% each) on whether the referrals were definitely helpful, or not at all helpful. Four percent did not use the referrals.

It is not surprising that Fort Steilacoom Community College clients tended to be less satisfied than Bellevue Community College clients, since the former were more likely to be seeking actual employment or training rather than counseling and general resources. All persons in the sample were female, though the consortium reports that it has served 21 male short-term clients. Seventy nine percent were Caucasian, and 21% were Hispanic or Black. Eighty five percent were divorced, separated, or widowed.

Short-term Tacoma clients tended to be younger displaced homemakers (70% under age 40) who were not eligible for intensive pre-employment services under SB 2406 or CETA, who received some initial counseling and information and then were referred elsewhere. The low level of enthusiasm for referrals received may indicate the need for additional or improved employment services for this population in Tacoma/Pierce County. Seventy percent of the sample reported they were seeking employment when they originally contacted the program. Thirty eight percent were seeking jobs at the time of the follow-up survey.

In general the short-term client survey indicates that the pilot project provided valuable and necessary information and referral services to large numbers of displaced homemakers. It confirms that the project design of multipurpose service centers and employment-related programs operated as intended. It also raises questions regarding the unmet employment and training needs of younger divorced and separated women.

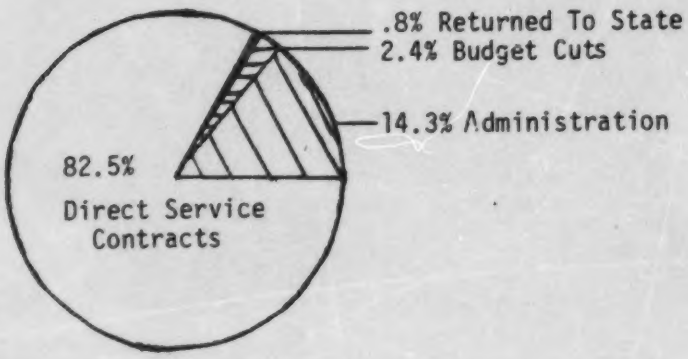
Costs and Benefits

The following section analyzes the cost effectiveness of the Displaced Homemaker Pilot Project and the benefits it has generated. Because so many of the benefits of this type of program cannot readily be quantified, a formal mathematical cost benefit ratio will not be attempted. As the project will operate until June 30, 1981, all cost data are based on total projected expenditures reported by contractors and by the CPE fiscal officer as of May 18, 1981, and placement rates projected from the evaluation study sample.

The CPE received a $350,000 appropriation for the 79-81 biennium for the Displaced Homemaker Pilot Project. Budget cuts of approximately 2.4% subsequently reduced the project budget to $341,664. A total of $288,786 is encumbered for six contracts for direct services to displaced homemakers, and $50,000 is projected for CPE administrative costs. At present $2,878 is projected as unspent funds to be returned to the state. Project expenditures are pictured below.

DISPLACED HOMEMAKER PILOT PROJECT

$350,000 Appropriation



Section 10 of SB 2406 states:

> "Thirty percent of the funding for the centers and programs under this chapter shall be provided by the organization administering the center or program. Contributions in-kind, whether materials and supplies, physical facilities, or personal services, may be considered as all or part of the funding provided by the organization."

Project costs are presented below in two categories: SB 2406 funds and total funds (including in-kind matching and volunteer contributions). Figures represent total program costs and include CPE administration.

Displaced Homemaker Pilot Project Program Cost Analysis

	SB 2406 Funds	Total Funds
Total Expenditure	$338,786	$586,422
Total Persons Served (all services)	9,041	9,041
Cost Per Person Served	$37	$65
Total Enrollments (Intensive Job-Readiness Programs)	957	957
Cost Per Enrollment	$354	$613
Placement Rate (Employment and/or Training)	72.7%	72.7%
Cost Per Person Placed Empl.and/or Training	$487	$843
Job Placement Rate	46.9%	46.9%
Cost Per Person Employed	$755	$1306
Unsubsidized Job Placement Rate	39.9%	39.9%
Cost Per Unsubsidized Employment	$887	$1535

Total persons served includes displaced homemakers enrolled in the intensive pre-employment programs plus short-term clients who received information, referral and counseling services. Placement rates are based on enrollment in the intensive programs. Analysis of costs by contractor is included in the appendix. Present projected costs are

approximately 12% lower than those projected in the interim evaluation report. This is due to over enrollment of participants beyond contract levels and an increased placement rate.

Pilot project costs compare very favorably with similar employment and training programs in the state and nation. Overall enrollment and placement costs are either equivalent or lower than those reported by state funded displaced homemaker projects in Maryland, New York, California and Oregon. They also compare favorably with cost data from the Washington State Employment Security Department Career Change Program and the Washington State CETA (Title IIB) Program. (See appendix for data.)

The Displaced Homemaker Pilot Project generated benefits to individuals, to families and to the taxpayers in general. Unfortunately, many of these benefits cannot be measured. Displaced homemakers were overwhelmingly satisfied with the services received from the project. Comments on the evaluation questionnaires frequently referred to changed lives, new independence and coping ability, increased communication and better relationships within the single parent family, new career goals and realistic plans for vocational training and employment. Displaced homemakers came to the project with alcohol and drug abuse problems; some were being treated for clinical depression and other mental health problems. This comment from a Spokane participant highlights the projects' rehabilitative role:

> "The displaced homemaker program and counselor mostly helped me renew self-esteem, confidence and hope - outside of Alcoholics Anonymous - which was the next step I needed but not successful at alone. Then they continued to assist me, love me and support me in all that they conceive of me being capable at."

We cannot measure savings to the state resulting from foregone costs for alcohol and drug abuse problems, mental health outpatient and institutional care. We cannot measure the savings within the educational system or the juvenile justice system resulting from increased communication and coping skills within the single parent family. We cannot measure the benefits to children, and to adolescent girls especially, of seeing their mothers in school or employed, happily independent and self-sufficient. Such role models are necessary to prevent generational cycles of poverty and dependence, and to prevent a continuing long-term increase in the number of displaced homemakers.

Project participants were asked on the exit questionnaire to indicate how much they would be willing and able to pay for services from the displaced homemaker program. Many participants either did not respond at all or misinterpreted the question and responded inappropriately. The data are of questionable value for financial planning purposes. However, many of the responses do give clear indication of the program's value to participants:

"These services are priceless. It is impossible to put a monetary value on them."

"This program is worth much more than my ability to pay."

"One million dollars."

"I can honestly say that for what this program has done for me, I cannot give a price for a life --. If I could I'd pay anything. But if I would have been told it cost even $5.00 a month - I could not have come even once -- even as badly as I needed it."

Among those who responded appropriately (about 60% of the sample), approximately one quarter indicated they could not pay anything, one quarter indicated $25 or less and one quarter wrote that fees should be established on a sliding scale according to ability to pay.

Section 2 of SB 2406 states: "The legislature finds that homemakers are an unrecognized part of the work force who make an invaluable contribution to the strength, durability and purpose of our state." In the book Economics And The Public Purpose (Houghton, Miflin Company, New York, 1973) John Kenneth Galbraith writes of housewives,

> "Were workers so employed subject to pecuniary compensation, they would be by far the largest single category in the labor force. The value of the services of housewives has been calculated, somewhat impressionistically, at roughly one fourth of total Gross National Product. The average housewife has been estimated (at 1970 wage rates for equivalent employments) to do about $257 worth of work a week or some $13,364 a year. If it were not for this service, all forms of household consumption would be limited by the time required to manage such consumption--to select, transport, prepare, repair, maintain, clean, service, store, protect and otherwise perform the tasks that are associated with the consumption of goods. The servant role of women is critical for the expansion of consumption in the modern economy.
>
> As just noted, the labor of women to facilitate consumption is not valued in national income or product. This is of some importance for its disguise; what is not counted is often not noticed."

The vast majority of women who received intensive pre-employment services under the pilot project were full-time homemakers for a minimum of ten years. At $13,364 per year this is a minimum contribution to society of $133,640 from each woman served by the project. Program cost per enrollment was $354 from project funds and $613 total funds. Section 2 of SB 2406 implies that the state has already received benefits from participants far in excess of program costs.

At six month follow-up, 46.9% of enrolled participants were employed as a result of the displaced homemaker program. The median increase in earned income credited to the program was approximately $7,000 a year. Projection of these findings to the total project population of 957 indicates that a minimum of $3,143,000 per year in increased earned income to displaced homemakers will be generated by this program, assuming

participants stay in their present jobs and the placement rate remains constant. As these dollars are recycled through the economy, an additional $2,200,100 will be generated, bringing the yearly total to $5,343,100.* The Department of Revenue estimates that for every $1000 in resident income, $22 is returned to government in state and local taxes. Applying this ratio to projected yearly income generated by the displaced homemaker program, it is estimated that $117,548 per year would be captured in taxes.

Although the pilot project was not primarily intended to serve welfare recipients, one hundred fifty-four participants in the sample (28%) indicated they were receiving AFDC or General Assistance. At six month follow-up 69% were employed and/or in training as a result of the program. Nineteen displaced homemakers reported they were no longer receiving any form of public assistance. Two reported receiving medicaid benefits only. Income maintenance payments to these twenty-one women and their children totalled approximately $6533 a month. Medical savings are estimated at $1900 a month. Eight participants reported receiving reduced monthly welfare payments due to unsubsidized part-time employment. Reductions totalled $1010 a month. Total monthly savings from the sample are therefore estimated at $9443. The evaluation study sample represents 62% of the total enrolled project population. It is likely that total monthly savings in public assistance will be at least $11,800 a month (25% greater).

At six month follow-up participants were asked, "Do you feel you would have had to rely on public assistance if you had not been a participant in this displaced homemaker project?" Ninety-five participants who were not receiving public assistance at intake (21%) responded affirmatively.

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* Multiplier of .7 provided by Department of Commerce and Economic Development.

It is very difficult to predict how many of these persons would in fact have been eligible for public assistance. DSHS reports the average monthly cost of supporting an AFDC mother with one child in King County is $376 plus $100 in medicaid. Savings due to welfare avoidance in this sample could alone amount to over $22,000 a month if only one half the respondents (47) were eligible.

In summary, the data indicate that over a two year period, the Displaced Homemaker Pilot Project will generate $10.9 million in unduplicated benefits. The state will receive a return in tax revenues and savings greater than its original investment of $339,000.

Most of the methods used to calculate program benefits in this section were very rough . A formal cost benefit analysis would consider average time on public assistance, job retention rates and discount rates, opportunity costs, savings in adminstrative costs in public assistance and in other programs, and costs and benefits of training placements. Such detailed economic analysis is beyond the scope of this report. Nevertheless, when one considers monetary and non-monetary benefits to displaced homemaker program participants and their families, increased income and tax revenues, potential savings in welfare, mental health, education and other government services, and benefits which the state has already received from participants' years of full-time unpaid homemaking, it is clear that the displaced homemaker program cost benefits ratio is highly favorable to the individual participant, the state and to society in general.

PART III.

Conclusions and Recommendations

There are approximately 64,000 displaced homemakers in Washington potentially in need of assistance to become economically independent and secure. Study findings indicate the Displaced Homemaker Pilot Project effectively served this target population. By June 30, 1981 the project will have served over 9,000 persons and will have enrolled a minimum of 957 displaced homemakers in intensive pre-employment programs.

Project participants in the evaluation study sample were primarily divorced or separated Caucasian women age 30-59. Approximately 9% of the study sample indicated minority ethnic background. This corresponds with U.S. Department of Labor projections of the proportion of minority displaced homemakers in Washington. The study confirms findings in Section 2 of SB 2406, The Displaced Homemaker Act, that displaced homemakers are very often left with little or no income, that they lack recent paid work experience and that they are frequently ineligible for unemployment compensation or social security. Most participants had one or more dependent children and were potentially eligible for welfare assistance. The most frequently reported sources of financial support were child support, AFDC and temporary maintenance payments from the former spouse. The majority of participants reported incomes at or below the poverty level at the time they entered the displaced homemaker program.

Displaced homemaker program participants reported nine major barriers to employment:

1. Lack of vocational training
2. Lack of awareness of (personal) marketable skills
3. Lack of a clear employment goal
4. Lack of training in how to find a job
5. Lack of awareness of opportunities for employment and training
6. Lack of self-confidence
7. Lack of recent paid work experience
8. Lack of formal education
9. Lack of funds for training

Employment and training outcome statistics and inventories based on participants' perceptions which were administered at the beginning and end of the program indicate that the Displaced Homemaker Pilot Project was effective in reducing these barriers. The program was most effective in providing resource information regarding employment and training opportunities. Displaced homemakers became aware of their skills and abilities, increased their self-confidence, developed clearer employment goals and learned new job search skills as a result of the program.

Approximately 72% of participants in the study sample were employed and/or in training six months from program entry, as a result of the program's services. A total of 47% credited employment to the program and 34% credited training (8.4% were placed in both employment and training). Median increase in earned income was $7000 a year.

Displaced homemakers in training were primarily enrolled in vocational programs at community colleges, and were receiving one or more forms of financial aid.

At program exit the primary barriers to employment were lack of vocational training, lack of formal education and lack of recent paid work experience. To some extent this may reflect the fact that classroom participants completed the exit questionnaire on the last day of scheduled class, before many had obtained employment and training. However, program staff also believe that this reflects a real unmet need for additional short-term training and work experience programs.

All six contractors participating in the pilot project exceeded their employment and training objectives. Differences in placement rates can be attributed to previous experience working with displaced homemakers and population differences.

Although contractors began the project with different approaches to service delivery, most modified their program design in mid-course. As a result many of the sharp differences were mitigated, and a body of common belief emerged from the project. The following elements were associated with successful displaced homemaker programs based on a detailed examination of project activities:

Strong Management: The most successful managers kept careful track of statistics and of progress toward achieving the planned objectives. They conducted regular weekly project staff meetings and required counselors to submit monthly client status reports. Programs which were actively managed by a staff member of the sponsoring organization (contributed as match) tended to have fewer problems than programs managed primarily by project-funded staff.

A Dedicated and Flexible Staff: The nature of the displaced homemaker project required counselors who were willing to work evenings and occasional weekends, and who were willing to work beyond contract requirements in order to get the job done.

Counseling Techniques: Successful programs balanced support with confrontation and motivated the displaced homemaker to accept the reality of her situation and take positive steps toward independence.

Screening: Contractors with the highest placement rates screened applicants for the intensive job-readiness program to ensure eligibility, reasonable emotional stability (under the circumstances) and commitment to seeking employment or training. The successful program made certain that enrolled clients clearly understood objectives of the project and expectations of all participants.

Emphasis on Outcome Rather Than Process: The most successful contractors viewed themselves as operating an employment and training program rather than a counseling program. Counseling and supportive services were offered as a means to an end, rather than as an end in themselves.

Peer Counseling and Group Support: These were the major elements which distinguished displaced homemaker programs from other work orientation programs. Displaced homemakers who received group-based services felt that peer group support was the single most valuable component of the program. Participants who received individual counseling frequently commented on the importance of compassionate and understanding peer counselor role models.

Small Classroom Groups: Small groups were very important for cohesiveness. Displaced homemakers who were served in large groups (25 or more) tended not to integrate well into the program, were more likely to drop out and less likely to take positive action.

Regular Follow-Up Until Placement: Participants who were in regular contact with the program until placement were more likely to secure jobs or training. By the end of the project all classroom contractors were providing follow-up services of job clubs or individual counseling.

Contractor Meetings or In-Service Training Workshops: Contractors felt it was very beneficial to meet, share information and problem-solve together. The more experienced organizations were able to assist others. Contractors felt that a training workshop at the beginning of the project would have contributed to more efficient start-up.

The Displaced Homemaker Pilot Project is an outstanding example of coordination and cooperation among state and local agencies, particularly

at the local level. All contractors established an extensive community referral network for displaced homemakers.

In one area of the state the WIN program initially referred clients to the displaced homemaker center so heavily that limited project resources were severely taxed. Both WIN and CETA are able to contract for intensive employability services for their clients. They should contract to reimburse the local displaced homemaker center/program for services rendered on a per participant basis. This would free limited state funds to serve persons not eligible for these federal programs.

The Displaced Homemaker Pilot Project is a cost effective program which benefits the individual participant and her children, the state and society in general. Program costs are minimal when compared with income generated to the individual, projected tax revenues returned to government, savings in welfare and other related programs, benefits society has already received from participants' years of full-time homemaking and the many social benefits involved in assisting a human being to become independent and productive.

A rough cost/benefit analysis indicates that the program is capable of returning more than its cost to the state, in directly measurable dollar terms.

In conclusion, this study finds that there is a large and growing population of displaced homemakers in Washington who need assistance to become economically independent. The pilot project has demonstrated service approaches which are highly successful and cost- effective in meeting this need.

Recommendations

1. The Displaced Homemaker Program should be continued by the state until June 30, 1987. At that time a reassessment of divorce and labor force participation trends and of the legal/financial status of displaced homemakers should be made to determine whether there is continued need for the program.
2. Three multipurpose service centers should be established, one each in King, Spokane and Pierce Counties. Studies indicate that the majority of displaced homemakers in Washington reside in these areas.
3. In awarding service contracts, consideration should be given to continued funding for experienced contractors. The evaluation study indicates that it takes one to two years for a new program to become established in the community, and previous experience operating a displaced homemaker program is a major factor in achievement of program objectives. Continued funding would therefore be cost effective and in the best interests of displaced homemakers residing in communities presently being served by the program.
4. Contractors should be required to offer a minimum of 40 hours of service to clients. This should include a minimum of 2 hours individual counseling and 6 hours structured group support.
5. Contractors should be required to maintain regular contact with participants until placement during the designated service period.
6. Contractor meetings or training workshops should be held periodically.
7. Local program staff should investigate the possibility of contracting with WIN and CETA to provide intensive employability services to their clients on a cost basis.
8. State and contractor program staff should work with appropriate agencies to promote the establishment of additional short-term vocational training and work experience programs for displaced homemakers.

STATE OF WASHINGTON

Displaced Homemaker Program Advisory Committee *

1. Betty Barcus, returning woman student, Eastern Washington University, citizen member, Spokane.

2. Kay Boyd, represents Employment and Training Division, Employment Security CETA, Olympia.

3. Joanne Brekke, Representative from 32nd District, member House Social and Health Services Committee.

4. Barbara Crawford, Region X -- Chairperson for the Displaced Homemaker National Network, represents Region X, Community Services Administration, Seattle.

5. Joan Gross, Bureau of Income Maintenance, represents Dept. of Social and Health Services, Olympia.

6. Wilberdel Frye (Mikki), Public Affairs Department, KOMO TV, Seattle.

7. Ruth Furman, Displaced Homemaker, represents Olympia branch of American Association of University Women.

8. Darlene Garett, Displaced Homemaker representative, Longview.

9. Susan Gould, Senator from 21st District, member Senate Social and Health Services Committee.

10. Sandi Gray, Research staff, House Social and Health Services Committee. Olympia.

11. Pat Gygi, Administrative Assistant, represents State Board for Community College Education, Olympia.

12. Virginia Hannig, Deputy Assistant Commissioner, represents Field Services Division, Employment Security, King/Snohomish Region.

13. Theoda Kendall, Special Assistant to the Director, Planning and Community Affairs Agency, Olympia.

*Members' positions are reported as of July 1979, when the committee was formed. Many persons have since changed positions.

14. Nancy Johnson, Director, Home and Family Life Education, Division of Vocational-Technical and Adult Education Services, represents Superintendent of Public Instruction.

15. Doris McAtee, Displaced Homemaker representative, Olympia.

16. Marianne Craft Norton, President of Mercer Island branch of Washington Women United, member Council for Postsecondary Education.

*17. Beverly Postlewaite, Sex Equity Coordinator, represents Commission for Vocational Education, Olympia.

18. Earlyse Swift, former displaced homemaker program director from Whatcom County and member of Washington Women United, Olympia.

19. Marietta Stancil, Personnel Officer, represents Department of Labor and Industries, Olympia.

20. Delores Teutsch, Representative from 45th District, member House Social and Health Services Committee.

21. Lorraine Wojahn, Senator from 27th District, member Senate Social and Health Services Committee.

**22. Jean Weir, Conference Coordinator for Continuing Education, Joint Center for Graduate Studies, Richland, member at large.

* Committee Chair

** Committee Vice-chair

TABLE I
Age

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Under Thirty	14 7.6	14 10.3	8 10.5	11 10.2	3 5.9	2 5.4	52 8.8
30-39	65 35.1	48 35.3	19 25.0	37 34.3	18 35.3	13 35.1	200 33.8
40-49	59 31.9	45 33.1	23 30.3	31 28.7	18 35.3	8 21.6	184 31.1
50-59	44 23.8	24 17.6	19 25.0	26 24.1	10 19.6	13 35.1	136 22.9
60 and Over	3 1.6	5 3.7	7 9.2	3 2.8	2 3.9	1 2.7	21 3.5
Total	185	136	76	108	51	37	593 100%

TABLE II
Race

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Caucasian	169 91.4	122 91.0	72 94.7	99 90.0	47 92.2	29 80.6	538 90.9
Black	2 1.1	3 2.2	3 3.9	2 1.8	0 0.0	0 0.0	10 1.7
Hispanic	2 1.1	3 2.2	0 0.0	4 3.6	2 3.9	0 0.0	11 1.9
Native American	11 5.9	4 3.0	0 0.0	4 3.6	2 3.9	5 13.0	26 4.4
Asian	1 0.5	1 0.7	1 1.3	1 0.9	0 0.0	0 0.0	3 0.5
Other	0 0.0	1 0.7	0 0.0	0 0.0	0 0.0	2 5.6	3 0.5
Total	185	134	76	110	51	36	592 100%

TABLE III
Marital Status

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low. Col. CAC	Wenatchee	Total
Married	14 7.5	0 0.0	3 3.9	2 1.8	4 7.8	3 8.1	26 4.4
Divorced	104 55.9	42 30.9	38 50.0	42 37.8	16 31.4	16 43.2	258 43.2
Separated	52 28.0	81 59.6	20 26.3	45 40.5	23 45.1	12 32.4	233 39.0
Single	1 0.5	0 0.0	2 2.6	0 0.0	1 2.0	0 0.0	4 0.7
Widowed	15 8.1	13 9.6	13 17.1	22 19.8	7 13.7	6 16.2	76 12.
Total	186	136	76	111	51	37	597 100%

TABLE IV
Number of Dependents

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
None	46 24.7	32 23.7	34 45.3	34 30.9	19 37.3	12 32.4	177 29.8
One	50 26.9	30 22.2	18 24.0	27 24.5	9 17.6	10 27.0	144 24.2
Two	42 22.6	44 32.6	13 17.3	31 28.2	14 27.5	10 27.0	154 25.9
Three	32 17.2	21 15.6	7 9.3	15 13.6	8 15.7	4 10.8	87 14.6
Four	10 5.4	7 5.2	2 2.7	2 1.8	1 2.0	1 2.7	23 3.9
More than four	6 3.2	1 0.7	1 1.3	1 0.9	0 0.0	0 0.0	9 1.5
Total	186	135	75	110	51	37	594 100%

TABLE V
Education

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Under Grade 12	40 21.6	25 18.4	13 17.1	30 27.3	15 30.0	5 13.5	129 21.5
HS Grad	76 41.1	42 30.9	27 35.5	30 27.3	25 50.0	9 24.3	209 35.2
Some College/ Tech. Training	49 26.5	44 32.4	22 28.9	27 24.5	8 16.0	13 35.1	163 27.4
Comm. College/ Tech.Sch. Grad.	12 6.5	12 8.8	6 7.9	17 15.5	1 2.0	6 16.2	54 9.1
College Grad	5 2.7	9 6.6	4 5.3	6 5.5	1 2.0	2 5.4	27 4.5
Grad Degree	3 1.6	4 2.9	4 5.3	0 0.0	0 0.0	2 5.4	13 2.2
Total	185	136	76	110	50	37	594 100%

TABLE VI
Yearly Income Before Displacement

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
$5000 and under	18 13.5	0 0.0	5 7.4	0 0.0	0 0.0	1 3.2	24 4.9
$5001 - $10,000	28 21.1	11 8.7	10 14.7	20 22.2	8 17.8	3 9.7	80 16.2
$10,001 - $15,000	29 21.8	20 15.7	15 22.1	24 26.7	11 24.4	9 29.0	108 21.9
$15,001 - $20,000	24 18.0	19 15.0	14 20.6	17 18.9	12 26.7	4 12.9	90 18.2
Over $20,000	34 25.6	77 60.6	24 35.3	29 32.2	14 31.1	14 45.2	192 38.9
Total	133	127	68	90	45	31	494 100%

TABLE VII
Yearly Family Income at Intake

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
None	16 10.1%	8 6.5%	16 23.5%	14 14.1%	8 17.0%	2 6.1%	64 12.1%
$1 - $3000	24 15.1%	8 6.5%	13 19.1%	13 13.1%	6 12.8%	4 12.1%	68 12.8
$3001 - $6000	70 44.0%	50 40.3%	22 32.4%	44 44.4%	21 44.7%	12 36.4%	219 41.3%
$6001 - $9000	26 16.4%	29 23.4%	10 14.7%	18 18.2%	8 17.0%	10 30.3%	101 19.1%
$9001 - $12,000	13 8.2%	19 15.3%	6 8.8%	7 7.1%	3 6.4%	4 12.1%	52 9.8%
Over $12,000	10 6.3%	10 8.0%	1 1.5%	3 3.0%	1 2.1%	1 3.0%	26 5.0%
Total	159	124	68	99	47	33	530 100%

TABLE VIII
Sources of Financial Support

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Child Support	39 22.7%	61 45.9%	21 33.3%	32 31.4%	15 33.3%	11 34.4%	179 32.7%
AFDC	60 34.9%	29 21.8%	8 12.7%	22 21.6%	11 24.4%	5 15.6%	135 24.7%
Temp. Maintenance	26 15.1%	62 46.6%	10 15.9%	20 19.6%	7 15.6%	2 6.3%	127 23.2%
Savings	19 11.0%	34 25.6%	10 15.9%	14 13.7%	4 8.9%	9 28.1%	90 16.5%
Employment	28 15.1%	9 6.6%	9 12.0%	18 16.4%	4 7.8%	12 32.4%	80 13.4%
Social Security	11 6.4%	8 6.0%	7 11.1%	18 17.6%	6 13.3%	4 12.5%	54 9.9%
Alimony	7 4.1%	9 6.8%	8 12.7%	9 8.9%	5 11.1%	8 25.0%	46 8.5%
Unemployment Comp.	14 8.1%	2 1.5%	1 1.6%	4 3.9%	3 6.7%	5 15.6%	29 5.3%
General Assistance	8 4.7%	3 2.3%	2 3.2%	4 3.9%	2 4.4%	0 0%	19 3.5%

TABLE IX

Full-Time Work Experience

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
None	57 32.4%	41 31.8%	12 17.6%	34 33.3%	22 43.1%	13 41.9%	179 32.1%
Less than 1 Year	8 4.5%	10 7.8%	2 2.9%	4 3.9%	3 5.9%	0 0%	27 4.8%
1 - 3 Years	44 25.0%	34 26.4%	19 27.9%	18 17.6%	11 21.6%	9 29.0%	135 24.2$
4 - 6 Years	29 16.5%	17 13.2%	16 23.55	15 14.7%	8 15.7%	3 9.7%	88 15.8%
More than 6	38 21.6%	27 21.0%	19 27.9%	31 30.4%	7 13.7%	6 19.4%	128 23.0%
Total	176	129	68	102	51	31	557 100%

TABLE X

Part-Time Work Experience

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
None	86 48.3%	56 45.9%	23 41.1%	44 45.8%	26 52.0%	12 35.3%	247 46.1%
Less than 1 Year	8 4.5%	8 6.6%	1 1.9%	9 9.4%	4 8.0%	1 2.9%	31 5.8%
1 - 3 Years	48 27.0%	38 31.1%	20 35.7%	19 19.8%	11 22.0%	10 29.4%	146 27.2%
4 - 6 Years	13 7.3%	10 8.2%	7 12.5%	12 12.5%	7 14.0%	6 17.6%	55 10.3%
More than 6	23 12.9%	10 8.2%	5 8.9%	12 12.5%	2 4.0%	5 14.7%	57 10.6%
Total	178	12	56	96	50	34	536 100%

TABLE XI

Years Out of Labor Force

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Less than 1 Year	43	23	19	20	9	13	127
	29.5%	18.1%	29.2%	22.0%	19.1%	48.1%	25.2%
1 - 4 Years	30	29	15	24	6	5	109
	20.5%	22.8%	23.1%	26.4%	12.8%	18.5%	21.7%
5 - 9 Years	13	19	12	13	4	2	63
	8.9%	15.0%	18.5%	14.3%	8.5%	7.4%	12.5%
10 or More Years	47	43	18	25	18	6	157
	32.2%	33.9%	27.7%	27.5%	38.3%	22.2%	31.2%
Never Worked	13	13	1	9	10	1	47
	8.9%	10.2%	1.5%	9.9%	21.3%	3.7%	9.3%
Total	146	127	65	91	47	27	503
							100%

TABLE XII

Reported Need For Employment at Intake

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Immediately	58	29	43	47	27	10	214
	33.1%	21.3%	60.6%	44.3%	56.3%	31.3%	37.7%
Within 3 Months	37	30	15	21	9	6	118
	21.1%	22.1%	21.1%	19.8%	18.8%	18.8%	20.8%
Within 6 Months	21	32	4	21	2	9	89
	10.0%	23.5%	5.6%	19.8%	4.2%	28.1%	15.7%
Within 1 Year	26	24	5	9	5	3	72
	14.9%	17.6%	7.0%	8.5%	10.4%	9.4%	12.7%
Within 2 Years	16	12	3	3	2	2	38
	9.1%	8.8%	4.2%	2.8%	4.2%	6.3%	5.3%
After 2 Years	12	7	1	5	3	2	30
	6.9%	5.1%	1.4%	4.7%	6.3%	6.3%	5.3%
Undecided	5	2	0	0	0	0	7
	2.9%	1.5%	0%	0%	0%	0%	1.2%
Total	175	136	71	106	48	32	568
							100%

TABLE XIII

Attitude Toward Employment

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
As Need To	29 15.9%	34 25.2%	17 23.3%	20 18.5%	13 27.1%	6 17.1%	119 20.5%
Career	137 75.3%	97 71.9%	55 75.3%	86 79.6%	35 72.9%	28 80.0%	438 75.4%
Undecided	16 8.8%	4 3.0%	1 1.4%	2 1.9%	0 0%	1 2.9%	24 4.1%
Total	182	135	73	108	48	35	581

TABLE XIV

Perceived Barriers to Employment

	Intake	Exit	Change in Percent Reporting
Lack of Vocational Training	395 66.5%	255 48.2%	-18.3%
Lack of Awareness of (personal) Marketable Skills	382 64.3%	125 23.6%	-40.7%
Lack of Clear Employment Goal	360 60.6%	140 26.5%	-34.1%
Lack of Training in How to Find A Job	360 60.6%	92 17.4%	-43.2%
Lack of Awareness of Opportunities for Employment and Training	354 59.6%	83 15.7%	-43.9%
Lack of Self-Confidence	346 58.2%	159 30.1%	-28.1%
Lack of Recent Paid Work Experience	340 57.2%	226 42.7%	-14.5%
Lack of Formal Education	304 51.2%	226 42.7%	- 8.5%
Lack of Funds for Training	304 51.2%	126 23.8%	-27.4%
Age Discrimination	195 32.8%	113 21.4%	-11.4%
No Jobs Available	154 25.9%	107 20.2%	- 5.7%
Personal Appearance Factors	147 24.7%	77 14.6%	-10.1%
Special Needs of Dependents	114 19.2%	56 10.6%	- 8.6%
Health Problems	111 18.7%	72 13.6%	- 5.1%
Lack of Motivation	109 18.4%	47 8.9%	- 9.5%
Need Child Care	86 14.5%	58 11.0%	- 3.5%

Perceived Barriers to Employment (cont.)

	Intake	Exit	Change in Percent Reporting
Lack of Transportation	69 11.6%	54 10.2%	-1.4%
Physical Disability	61 10.3%	35 6.6%	-3.7%
Financial Management Problems	50 8.4%	32 6.0%	-2.4%
Sex Discrimination	50 8.4%	42 7.9%	- .5%
Legal Delays/Complications	49 8.2%	34 6.4%	-1.8%
Bad References	27 4.5%	17 3.2%	-1.3%
Alcohol/Drug Abuse Problems	11 1.9%	7 1.3%	- .6%
Race Discrimination	9 1.5%	14 2.6%	+1.1%
Criminal Record	1 .2%	3 .6%	+ .4%
Total Response	594	529	

TABLE XV

Services Used

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Pers. Coun/ Group Support	163 90.1%	134 98.5%	65 86.7%	86 80.4%	51 100%	34 91.9%	533 90.8%
Empl. Coun/ Job Readiness Activities	140 77/3%	131 96.3%	62 82.7%	86 79.6%	51 100%	27 73.0%	497 84.5%
Educ. Info & Assistance	152 84.0%	115 84.6%	37 49.3%	68 63.0%	35 68,6%	25 67.6%	432 73.5%
Job Training Info. & Assistance	131 72.4%	124 91.2%	37 49.3%	72 66.7%	36 70.6%	23 62.2%	423 71.9%
Job Placement Info. & Assist.	112 61.9%	99 72.8%	53 70.7%	71 65.7%	40 78.4%	19 51.4%	394 67.0%
Info & Referral to existing Fed., State, Local Resources	127 70.2%	81 59.6%	26 34.7%	40 37.0%	18 36.0%	13 35.1%	305 52.0%
Financial Mgt. Info. & Assist.	128 70.7%	63 46.3%	15 20.0%	32 29.6%	31 68.8%	11 29.7%	280 47.6%
Legal Info. & Assistance	126 69.6%	71 52.5%	8 10.7%	14 13.0%	21 41.2%	8 21.6%	248 42.2%
Health Info. & Assistance	108 59.7%	41 30.1%	13 17.3%	13 12.0%	37 74.0%	1 2.7%	213 36.3%

TABLE XVI

Behavioral Changes

Spokane Community College

Item	Intake Mean	Exit Mean	Increase	Significance
Knowledge of Training Progs.	2.0407	3.1279	1.0872	.000
Knowledge of Job Search Meth.	2.4477	3.4302	.9826	.000
Optimism	3.0694	3.8786	.8092	.000
Self-Confidence	2.9357	3.7953	.8596	.000
Clear Employment Goal	2.6882	3.5588	.8706	.000

Bellevue Community College

Item	Intake Mean	Exit Mean	Increase	Significance
Knowledge of Training Progs.	1.6894	3.6061	1.9167	.000
Knowledge of Job Search Meth.	2.2273	3.8258	1.5985	.000
Optimism	2.8712	4.0379	1.1667	.000
Self-Confidence	2.7820	3.9850	1.2030	.000
Clear Employment Goal	2.4812	3.6466	1.1654	.000

Seattle YWCA

Item	Intake Mean	Exit Mean	Increase	Significance
Knowledge of Training Progs.	2.0702	3.0877	1.0175	.000
Knowledge of Job Search Meth.	2.5345	3.5862	1.0517	.000
Optimism	3.3175	3.8839	.5714	.001
Self-Confidence	3.1818	4.2000	1.0182	.000
Clear Employment Goal	3.0179	3.9643	.9464	.000

Tacoma Consortium

Item	Intake Mean	Exit Mean	Increase	Significance
Knowledge of Training Progs.	2.1176	3.0392	.9216	.000
Knowledge of Job Search Meth.	2.5490	3.4020	.8529	.000
Optimism	3.3861	3.7624	.3762	.000
Self-Confidence	3.1765	3.7451	.5686	.000
Clear Employment Goal	2.8942	3.5385	.6442	.000

Lower Columbia Community Action Council

Item	Intake Mean	Exit Mean	Increase	Significance
Knowledge of Training Progs.	2.0000	4.0909	2.0909	.000
Knowledge of Job Search Meth.	2.5000	4.1136	1.6316	.000
Optimism	3.3864	4.2727	.8864	.000
Self-Confidence	3.4146	4.3659	.9512	.000
Clear Employment Goal	2.8444	4.1556	1.3111	.000

Wenatchee Valley College

Item	Intake Mean	Exit Mean	Increase	Significance
Knowledge of Training Progs.	2.1176	3.1176	1.000	.000
Knowledge of Job Search Meth.	2.5000	3.4063	.9063	.000
Optimism	3.4054	3.9730	.5676	.008
Self-Confidence	3.4063	3.8438	.4375	.017
Clear Employment Goal	3.0588	3.5000	.4412	.075

TABLE XVII
Job Placements

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Completed Follow-Ups	177	136	76	96	51	35	571
Persons Employed	81	69	44	59	39	21	313
Job Credited To Program	64	69	35	47	38	15	268
Unsubsidized Placements	45	67	33	40	31	12	228
Job Placement Rate	36.2%	50.7%	46.1%	49.0%	74.5%	42.9%	46.9%
Unsubsidized Job Placement Rate	25.4%	49.3%	43.4%	4.17%	60.8%	34.3%	39.9%

NOTE: 48 persons placed in both employment and training.

TABLE XVIII
Nature of Employment

DOT Categories	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Prof/Tech/Mgt	13	5	8	5	1	2	34
	17.1%	7.4%	18.6%	8.8%	2.6%	9.5%	11.2%
Clerical/Sales	39	37	19	27	15	9	146
	51.3%	54.4%	44.2%	47.4%	39.5%	42.9%	48.2%
Service	19	20	14	23	18	5	99
	25.0%	29.4%	32.6%	40.4%	47.4%	23.8%	32.7%
Other	5	6	2	2	4	5	24
	6.6%	8.8%	4.6%	3.6%	10.5%	23.8%	7.9%
Total	76	68	43	57	38	21	303

TABLE XIX
Type of Employment

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Part-Time	30 37.6%	26 37.6%	14 31.9%	27 47.3%	14 35.9%	7 33.3%	118 38.0%
Full-Time	50 62.4%	43 62.4%	30 68.1%	30 52.7%	25 64.1%	14 66.7%	192 62.0%
Total	80	69	44	57	39	21	310 100%

TABLE XX
Salary of Employed Participants

Range	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Under $4000	7 11.5%	8 11.9%	4 12.1%	7 13.7%	2 5.7%	2 10.0%	30 11.2%
$4000 - $6000	21 34.4%	15 22.4$	7 21.2%	20 39.2%	13 37.1%	7 35.0%	83 31.1%
$7000 - $9000	21 34.4%	17 25.4%	10 30.3%	17 33.3%	16 45.7%	9 45.0%	90 33.7%
$10,000-$12,000	8 13.1%	22 32.8%	6 18.2%	7 13.7%	4 11.4%	0 0.0%	47 17.6%
$13,000-$15,000	4 6.6%	5 7.5%	5 15.2%	0 0.0%	0 0.0%	2 10.0%	16 6.0%
Over $15,000	0 0.0%	0 0.0%	1 3.0%	0 0.0%	0 0.0%	0 0.0%	1 0.4%
Total	61	67	33	51	35	20	267 100%

TABLE XXI
Increased Yearly Earned Income Credited to Program

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Under $500	0 0.0%	1 1.5%	0 0.0%	2 4.8%	0 0.0%	0 0.0%	3 1.3%
$1000 - $3000	6 12.8%	10 14.9%	4 14.8%	5 11.9%	3 9.1%	2 15.4%	30 13.1%
$4000 - $6000	19 40.4%	13 19.4%	5 18.5%	12 28.6%	11 33.3%	6 46.2%	66 28.8%
$7000 - $9000	12 25.5%	19 28.4%	7 25.9%	16 38.1%	16 48.5%	4 30,8%	74 32.3%
$10,000-$12,000	7 14.9%	19 28.4%	6 22.2%	7 16.7%	3 9.1%	0 0.0%	42 18.3%
$13,000-$15,000	3 6.4%	5 7.5%	5 18.5%	0 0.0%	0 0.0%	1 7.7%	14 6.1%
Total	47	67	27	42	33	13	229 100%

TABLE XXII
Training Placements

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Completed Follow-Ups	177	136	76	96	51	35	571
Persons In Training	85	63	13	22	6	14	203
Training Credited to Program	81	63	13	19	6	13	195
Training Placement Rate	45.8%	46.3%	17.1%	19.8%	11.8%	37.1%	34.2%

NOTE: 48 Persons Placed in Both Employment and Training.

TABLE XXIII
Type of Training

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Academic	17 21.6%	10 15.9%	0 0%	2 11.1%	3 60.0%	6 42.8%	38 20.0%
Bus & Comm. Tech	32 40.5%	29 46%	3 27.3%	7 38.9%	1 20.0%	6 42.9%	78 41.1%
Data Processing	1 1.3%	1 1.6%	2 18.2%	1 5.6%	0 0%	0 0%	5 2.6%
Health Tech	9 11.4%	4 6.3%	1 9.1%	1 5.6%	1 20.0%	0 0%	16 8.4%
Mech & Eng. Tech	2 2.5%	9 14.3%	2 18.2%	3 16.7%	0 0%	0 0%	16 8.4%
Nat. Sci. Tech	3 3.8%	3 4.8%	0 0%	1 5.6%	0 0%	0 0%	7 3.7%
Pub. Svc. Tech	6 7.6%	2 3.2%	1 9.1%	0 0%	0 0%	1 7.1%	10 5.3%
GED/ABE	3 3.8%	5 7.9%	0 0%	1 5.6%	0 0%	1 7.1%	10 5.3%
Other	6 7.6%	0 0%	2 18.2%	2 11.1%	0 0%	0 0%	10 5.2%
Total	79	63	11	18	5	14	190

TABLE XXIV
Expected Training Period

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
6 Mos. or Less	11 14.3%	23 37.7%	4 40.0%	4 22.2%	1 20.0%	5 38.5%	48 26.1%
7 - 12 Mos.	25 32.5%	16 26.2%	4 40.0%	4 22.2%	0 0%	3 23.1%	52 28.3%
13-18 Mos.	2 2.6%	4 6.6%	1 10.0%	1 5.6%	0 0%	0 0%	8 4.3%
19-24 Mos.	26 33.8%	16 26.2%	1 10.0%	7 38.9%	4 80.0%	2 15.4%	56 30.4%
More Than 24 Mos.	13 16.9%	2 3.3%	0 0%	2 11.1%	0 0%	3 23.1%	20 10.9%
Total	77	61	10	18	5	13	184 100%

TABLE XXV
Training Institution

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Public Voc-Tech school	0 0%	23 36.5%	4 30.9%	2 10.0%	0 0%	1 7.1%	30 15.0%
Priv. Proprietary School	0 0%	6 9.5%	0 0%	3 15.0%	0 0%	1 7.1%	10 5.0%
Community College	73 86.9%	26 41.3%	6 46.2%	11 55.0%	6 100.0%	12 85.7%	134 67.0%
Public 4 Year	3 3.6%	4 6.3%	0 0%	0 0%	0 0%	0 0%	7 3.5%
Private 4 Year	0 0%	2 3.2%	0 0%	1 5.0%	0 0%	0 0%	3 1.5%
Other	8 9.5%	2 3.2%	3 23.1%	3 15.0%	0 0%	0 0%	16 8.0%
Total	84	63	13	20	6	14	200 100%

TABLE XXVI

Participant Satisfaction at Exit

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col. CAC	Wenatchee	Total
Not at all satis.	0 0%	0 0%	0 0%	1 .9%	0 0%	0 0%	1 .2%
Not satisfied	0 0%	0 0%	0 0%	1 .9%	0 0%	1 2.7%	2 .3%
Somewhat satis.	15 8.6%	1 .7%	4 5.5%	12 11.0%	0 0%	1 2.7%	33 5.7%
Satisfied	42 24.1%	30 22.1%	17 23.3%	39 35.8%	4 8.0%	12 32.4%	144 24.9%
Very satisfied	117 67.2%	105 77.2%	52 71.2%	56 51.4%	46 92.0%	23 62.2%	399 68.9%
Total	174	136	73	109	50	37	579 100%

TABLE XXVII

Participant Satisfaction
at Six-Month Follow-Up

	Spokane	Bellevue	Seattle YWCA	Tacoma	Low.Col CAC	Wenatchee	Total
Not at all satis.	0 0%	0 0%	0 1.1%	1 0%	0 0%	0 0%	1 .2%
Not satisfied	0 0%	0 0%	0 0%	0 0%	0 0%	1 2.9%	1 .2%
Somewhat satis.	6 3.4%	0 0%	4 5.4%	6 6.4%	0 0%	0 0%	16 2.8%
Satisfied	37 21.0%	24 17.9%	17 23.0%	28 29.8%	5 9.8%	8 23.5%	119 21.1%
Very satisfied	133 75.6%	110 82.1%	53 71.6%	59 62.8%	46 90.2%	25 73.5%	426 75.7%
Total	176	134	74	94	51	34	563 100%

TABLE XXVIII

Project Costs: SB 2406 Funds

	Spokane	BCC	Seattle YWCA	Tacoma	LCCAC	WVC	Total *
Projected Expenditure	$70,000	$70,000	$29,636	$42,000	$35,150	$42,000	$338,786
Persons Served (All Services)	1000	3444	774	3243	240	340	9041
Cost Per Person Served	$70	$20	$38	$13	$146	$124	$37
Enrollments (Intensive Job-Readiness Svcs)	237	193	140	200	70	117	957
Cost Per Enrollment	$295	$363	$212	$210	$502	$359	$354
Placement Rate (Jobs & Training)	66.7%	89.7%	57.9%	66.7%	82.4%	71.4%	72.7%
Cost Per Placement	$443	$405	$366	$316	$606	$500	$487
Job Placement Rate	36.2%	50.7%	46.1%	49%	74.5%	42.9%	46.9%
Cost Per Job Placement	$814	$714	$456	$429	$676	$840	$755
Unsubsidized Job Placement Rate	25.4%	49.3%	43.4%	41.7%	60.8%	34.3%	39.9%
Cost Per Unsubsidized Job Placement	$1667	$737	$486	$506	$817	$1050	$887

* Includes CPE administrative costs

TABLE XXIX

Total Project Costs
Including In-Kind Matching and Volunteer Contributions

	Spokane	BCC	Seattle YWCA	Tacoma	LCCAC	WVC	Total/ Average *
Projected Expenditure	$130,000	$125,140	$51,493	$99,291	$58,638	$71,860	$586,422
Cost Per Person Served (All Services)	$130	$36	$67	$31	$244	$211	$65
Cost Per Enrollment (Intensive Job-Readiness Svcs.)	$549	$648	$368	$496	$838	$614	$613
Cost Per Placement (Jobs and Training)	$823	$723	$636	$747	$1011	$855	$843
Cost Per Job Placement	$1512	$1277	$792	$1013	$1128	$1437	$1306
Cost Per Unsubsidized Job Placement	$2167	$1317	$844	$1196	$1364	$1796	$1535

* Includes CPE administrative costs

Description of Contractor Activities

BELLEVUE COMMUNITY COLLEGE DISPLACED HOMEMAKER CENTER

CONTRACT AMOUNT:	$70,000 Project Funds $60,480 Matching Funds
PROJECTED EXPENDITURE:	$70,000 Project Funds $55,140 Matching Funds
MATCHING FUNDING SOURCES:	Grant from consortium of private foundations (Weyerhaeuser, Medina, Safeco, Rainier Bank) CETA Public Service Employment positions Bellevue Community College in-kind contribution (staff time, goods and services)
OBJECTIVES:	To service 1080 displaced homemakers with walk-in, phone-in information, counseling and workshops To enroll 185 displaced homemakers in an intensive classroom job-readiness program To place 70% of enrolled clients in employment and/or training
SERVICE AREA:	North, Central and East King County, five rotating service sites: . Bothell/North King County . Lake City/North Seattle . Rainier Vista, Holly Park/Central Seattle . Bellevue Community College/Suburban East King County . North Bend/Rural East King County
STAFF:	SB 2406 Funds . FT Coordinator/Outreach Specialist . PT Vocational Counselor . PT Employment/Placement Specialist . PT Office Assistant Matching Funds . Three positions listed above extended to FT . 1½ temporary counselor/teacher positions . 10% Time Women's Program Director . Guest lecturers/workshop leaders Most staff are present or former displaced homemakers.
SERVICES OFFERED:	Extensive information and referral network Individual counseling Support groups (day and evening) Intensive job-readiness program . 3 hour sessions twice a week for 9 weeks plus 1 week employment orientation (30 hour) workshop . Self-confidence building . Assertiveness training

BELLEVUE COMMUNITY COLLEGE DISPLACED HOMEMAKER CENTER

SERVICES OFFERED: (continued)

- Interest and aptitude testing
- Assessment and transfer of homemaking skills to paid employment
- Vocational decision-making
- Non-traditional job options
- Field trips to employers
- On-site job observation
- Resume writing and interviewing
- Job search skills

Life skills (Coping skills) workshops

- 3 hour workshops open to all displaced homemakers
- Stress management
- Physical fitness
- Nutrition
- Budgeting
- Legal issues
- Single parenting
- Other relevant topics

Health counseling and minor diagnostic procedures (throat culture, blood test, pap smear)
Child care available
WOIS (computerized career information system)
Bellevue Community College job placement center services
Income tax advising
Paralegal assistance

SPECIAL PROBLEMS:

The Center initially had difficulty reaching minority displaced homemakers in the Seattle central district. This was overcome by teaming with an established agency in the local area and by forming an advisory committee of local citizens and community leaders. The Center ultimately ran an additional special program for displaced homemakers in the inner city which was funded by CETA and not included in CPE evaluation data.

EVALUATION:

The Bellevue Community College Displaced Homemaker Center exceeded all its contract objectives. Over 3200 displaced homemakers were served with walk-in, phone-in information, counseling and workshops. One hundred ninety-three (193) were enrolled in the intensive job-readiness program, and 89.7% of these participants were placed in employment and/or training. The Displaced Homemaker Network in Washington, D.C. ranked the Bellevue Community College Displaced Homemaker Center third in the nation in its search for a national model program for the U.S. Department of Labor. The Center has performed in an outstanding manner and represents a major achievement of pilot project purpose.

SPOKANE DISPLACED HOMEMAKER CENTER

CONTRACT AMOUNT:	$70,000 Project Funds $64,582 Matching Funds
PROJECTED EXPENDITURE:	$70,000 Project Funds $60,000 Matching Funds
MATCHING FUNDING SOURCES:	Spokane Community College District #17 in-kind contribution (staff time, goods and services, travel funds) Commission for Vocational Education grant (special disadvantaged funds) Volunteer efforts
OBJECTIVES:	To serve 550 displaced homemakers with information, referral and counseling svcs. To enroll 220 displaced homemakers in an intensive classroom job-readiness program To place 43% of enrolled clients in employment and/or training
SERVICE AREA:	Spokane, Lincoln, Pend Orielle, Ferry, Stevens Whitman Counties Spokane Falls Community College - main svc. site Rural Outreach Sites: . Colville . Newport . Inchelium . Nespelem (with Wenatchee Valley College)
STAFF:	SB 2406 Funds . FT Program Manager/Instructor . PT Job Placement Assistant . PT Clerical Assistant . 4 PT Temporary Outreach Workers Matching Funds . 20% Time Spokane Falls Community College and Spokane Community College Womens Prog. staff (7 persons) . 5 Volunteers and Interns (short term) Most staff are present or former displaced homemakers.
SERVICES OFFERED:	Extensive information and referral network Individual Counseling Intensive Job Readiness Modules . 99 hours, offered 4 days a wk for 6 wks or 3 days a wk for 11 wks . Self-esteem building . Inter-personal communication

SPOKANE DISPLACED HOMEMAKER CENTER

SERVICES OFFERED: (continued)

- Interest and aptitude testing
- Assessment and transfer of skills to job market
- Vocational decision-making
- Financial management
- Legal and health information
- Job training options
- Resume writing
- Interviewing
- Job search
- Learning styles

Job Club

- Weekly 2 hour job search support group for those seeking immediate employment
- Job placement assistance

Rural Outreach Program

- Operated in cooperation with the Partnership for Rural Improvement
- 6 day, 42 hour job readiness mini-modules
- Local information and referral network for displaced homemakers
- Training workshops for local social service agency personnel
- Ongoing local support group which continues to operate after Spokane staff leaves
- Increased community awareness of problems facing displaced homemakers

SPECIAL PROBLEMS:

The Center experienced a high demand for service in Spokane which strained its limited resources. In order to establish a base of trust and acceptance in outlying rural communities, it was necessary to operate with an "open door" and to serve some persons who needed assistance but were not technically eligible under SB 2406.

EVALUATION:

The Spokane Community College District #17 Displaced Homemaker Center exceeded all contract objectives. A total of 1000 displaced homemakers received information, referral and intake counseling services. Two hundred thirty-seven (237) were enrolled in the classroom job-readiness modules. The final evaluation study indicated that 66.7% of the Spokane study sample was employed and/or in training as a result of the program. The Center developed a highly successful rural outreach program, provided in-service training to community agency personnel, established a volunteer work experience program for displaced homemakers and, overall, provided outstanding regional leadership in serving the needs of displaced homemakers in Eastern Washington.

LOWER COLUMBIA COMMUNITY ACTION COUNCIL
DISPLACED HOMEMAKER PROGRAM

CONTRACT AMOUNT:	$35,150 Project Funds $23,488 Matching Funds
PROJECTED EXPENDITURE:	$35,150 Project Funds $23,488 Matching Funds
MATCHING FUNDING SOURCES:	Career Change Contract (Department of Employment Security Work Orientation Program)
OBJECTIVES:	To serve 75 displaced homemakers with group and individual job-readiness counseling To place 60% in unsubsidized employment and/or training To publish a bi-monthly newsletter for/about displaced homemakers To sponsor with other community groups a one-day displaced homemaker conference
SERVICE AREA:	Cowlitz and Wahkiakum Counties One service site in Longview
STAFF:	SB 2406 Funds . PT Project Director/Counselor . PT Counselor . PT Interviewer/Secretary . PT Training Advisor . PT Therapist and consultants Matching Funds . Additional hours for PT counselors . PT Fiscal Officer Training advisor and interviewer/secretary are displaced homemakers, former program graduates
SERVICES OFFERED:	Individual counseling Weekly support group Structured workshop series . 45 hours over 4 weeks . Motivation/self-esteem building . Management of stress and depression . Assertiveness training . Financial management . Health care . Skills/aptitudes/interest assessment . Vocational decision-making . Resume writing . Practice interviews with video-tape

SERVICES OFFERED: (continued)

- Tours of major employment sites
- Guest speakers from Job Service and local industry

Training advisor on-site at Lower Columbia Community College

- College enrollment
- Financial Aid
- GED Preparation
- Ongoing support for student displaced homemakers

Job Club

- Monday morning support group for those seeking immediate employment

Group Therapy

- Provided through Lower Columbia Mental Health Center for displaced homemakers in need of this service
- Offered weekly at the Displaced Homemaker Program site

Bi-Monthly Newsletter
General Information and referral
Emergency services for Mt. St.Helens related events

SPECIAL PROBLEMS:

The Mt. St.Helens eruption, flood threats and related events interrupted planned activities and placed unforeseen demands on the program. The program provided disaster relief information and referral to clients, assisted displaced homemakers to develop emergency evacuation plans, provided employment and training services to displaced homemaker volcano victims and offered increased counseling services in response to widespread community anxiety. The program was forced to cancel the planned displaced homemaker conference due to flood threats. High local unemployment resulting from the economic recession made job placements more difficult than anticipated.

EVALUATION:

The Lower Columbia Community Action Council exceeded all contract service objectives. A total of 170 displaced homemakers were served by the project with information, counseling and referral services. Seventy (70) displaced homemakers were enrolled in the structured job-readiness program and 82.4% were placed in employment and/or training. The program additionally met unforeseen community needs resulting from the Mt. St.Helens eruption. The Lower Columbia Community Action Council Displaced Homemaker Program provided an outstanding model for services to displaced homemakers under the pilot project.

SEATTLE-KING COUNTY YWCA
JOB DEVELOPMENT AND PLACEMENT PROGRAM

CONTRACT AMOUNT:	$29,636 Project Funds $18,854 Matching Funds
PROJECTED EXPENDITURE:	$29,636 Project Funds $21,857 Matching Funds
MATCHING FUNDING SOURCES:	YWCA in-kind contribution of staff time, travel, goods and services (United Way funds) CETA Title III Grant
OBJECTIVES:	To serve 140 displaced homemakers with individual employment counseling To place 46% in employment and/or training To provide outreach/education to 40 employers.
SERVICE AREA:	North and South King County, South Snohomish County, 2 service sites: . North Area Branch YWCA (North King County) . East Valley Branch YWCA (Renton)
STAFF:	SB 2406 Funds . 2 PT employment counselors . PT secretary/bookkeeper Matching Funds . 35% Time, YWCA Director of Employment Svcs. . 15% Time, Other YWCA supervisory personnel . 10% Time employment services . Volunteer staff clerical assistants
SERVICES OFFERED:	Extensive information and referral network Peer support groups Individual counseling . Primary type of service offered . A series of interviews . Personal counseling . Job-readiness assessment . Job placement and training assistance Job-readiness workshop . 15 hours . Self-assessment of skills, interests, abilities . Researching the job market and available resources . Job seeking skills . Resume writing and interviewing . Job retention skills including organization politics, time and stress management and upward mobility planning

SEATTLE-KING COUNTY YWCA JOB DEVELOPMENT AND PLACEMENT PROGRAM

SERVICES OFFERED: (continued)

Special workshops
- Held in downtown Seattle to accustom displaced homemakers to traveling to the central business district
- Assertiveness training
- Financial management
- The realities of the workplace

Job exposure placements
- Short-term volunteer experience to gain familiarity with the work environment

Child care, emergency shelter available

SPECIAL PROBLEMS:

The program experienced some initial delay due to staff turnover. It also experienced some difficulty in reaching eligible displaced homemakers according to the planned timetable.

EVALUATION:

The Seattle-King County YWCA met or exceeded all pilot project contract objectives. Over 600 displaced homemakers were served with information, referral and supportive counseling and 140 were enrolled in the pre-employment program. The final evaluation study found that 57.9% of enrolled participants were placed in employment and/or training. Project staff report working with over 40 employers. The YWCA approach provides a model of highly individualized services to meet the special needs of displaced homemakers who do not have the time or motivation to participate in an extended structured classroom program. The program has been very successful in assisting these displaced homemakers to make a new, economically independent start in life.

APPENDIX

TACOMA/PIERCE COUNTY YWCA DISPLACED HOMEMAKER CONSORTIUM

CONTRACT AMOUNT:	$42,000 Project Funds $48,533 Matching Funds
PROJECTED EXPENDITURE:	$42,000 Project Funds $57,291 Matching Funds
MATCHING FUNDING SOURCES:	Pierce County CETA City of Tacoma CETA Ft. Steilacoom Community College in-kind contribution (staff, travel, goods and services) Tacoma Community College in-kind contribution (staff, goods and services) Tacoma YWCA in-kind contribution (staff, travel, goods and services)
OBJECTIVES:	To serve 160 displaced homemakers with intensive pre-employment classes and services To place 46% of enrolled clients in employment and/or training To serve 1000 additional displaced homemakers with short-term information, referral and support services To conduct a massive outreach campaign including newspaper articles, television shows, a women's job fair and a booth at the state fair
SERVICE AREA:	Urban, suburban and rural Tacoma/Pierce County, rotating service sites . Downtown Tacoma (YWCA) . Tacoma Community College . Southeast Tacoma . Lakewood . Puyallup . Parkland . Spanaway
STAFF:	SB 2406 Funds . FT Coordinator/Counselor . PT Job Development/Placement Specialist . PT Instructor . PT Bookkeeper Matching Funds . FT Office Assistant . 2 FT Outreach Assistants . PT Work study students . Additional hours for job developer and instructor Most staff are present or former displaced homemakers

SERVICES OFFERED:

Extensive information and referral network
Individual counseling
Pre-employment classes
- 4 week, 32 hour class
- Self-assessment of interests, aptitudes, skills
- Vocational decision-making
- Occupational information
- Educational & job training options
- Active job search procedures
- Resume development
- Interviewing

Job Club
- Weekly support group for displaced homemakers seeking immediate employment
- Placement referrals

Women's Job and Career Fair
- October 14, 1980
- 25 employers attended
- 252 participants registered (107 participants identified as displaced homemakers)

Community Education
- 3 television shows
- Booth at State Fair

SPECIAL PROBLEMS:

The consortium initially experienced difficulties with regard to coordination and communication among member organizations. Frequent staff turnover and insufficient funding contributed to the problems. As a result of increased communication, negotiation and flexibility, and due to the strong commitment of project staff at all three institutions, many of these difficulties were overcome. Both community colleges contributed matching resources above contract level to ensure successful operation of the project.

EVALUATION:

The consortium exceeded its employment and training objectives. Over 3000 persons received short-term information, referral and supportive services and 200 displaced homemakers were enrolled in intensive pre-employment classes. The evaluation study found that 66.7% of the Tacoma sample was employed and/or in training at six month follow-up. The great majority of displaced homemakers were very satisfied with the services received. Although Tacoma Community College was unable to implement all of its targeted media campaign, the college more than compensated for this loss by providing additional needed dollars for instructional pre-employment services. The program established an innovative and effective model for serving displaced homemakers.

WENATCHEE VALLEY COLLEGE
PROJECT SHARE

CONTRACT AMOUNT:	$42,000 Project Funds $29,860 Matching Funds
PROJECTED EXPENDITURE:	$42,000 Project Funds $29,860 Matching Funds
MATCHING FUNDING SOURCES:	Wenatchee Valley College in-kind contribution (staff time, travel, goods and services) CETA Public Service Employment position CETA Rural Women's Employment and Training Projec
OBJECTIVES:	To provide 100 displaced homemakers with intensive pre-employment services To place 50% in employment and/or training To provide 150 additional displaced homemakers with educational, vocational and supportive counseling, information and referral
SERVICE AREA:	Chelan, Douglas and Okanogan Counties Two primary service sites . Wenatchee Valley College (Wenatchee) . Wenatchee Valley College North (Omak) Outreach workshop sites . Brewster . Chelan . Nespilem . Wenatchee Mormon Church
STAFF:	SB 2406 Funds . 2 FT program managers/counselors Matching Funds . 10% Time college counseling staff . 33% Time Rural Women's Employment and Training Project director . 1 FT Program assistant . 1 PT Clerical assistant
SERVICES OFFERED:	Extensive information and referral network Individual counseling Personal adjustment workshops . Self-esteem building . Assertiveness . Coping skills . Communication skills Employment orientation workshops . Vocational decision-making . Skill and interest assessment . Job training options

WENATCHEE VALLEY COLLEGE PROJECT SHARE

SERVICES OFFERED: (continued)

- Resume writing
- Interviewing
- Job Search

Job Club
- On-going weekly support group for displaced homemakers seeking employment

SPECIAL PROBLEMS:

The Omak program experienced great difficulty in finding and enrolling eligible displaced homemakers. It was confronted with the traditional reluctance of the community to accept new programs. Unemployment in Okanogan County was the highest in the state for much of the project period. Employment and training opportunities were severely limited. Communication and coordination difficulties arose between Project SHARE and the CETA Rural Women's Employment and Training Project.

EVALUATION:

Despite many problems, Wenatchee Valley College successfully met and exceeded its objectives for Project SHARE.
Over 200 persons received short-term information, referral and supportive services. One hundred seventeen (117) displaced homemakers were enrolled in the intensive pre-employment program. The college exceeded its placement objectives. At six month follow-up, 71.4% of the study sample was employed and/or in training. The Wenatchee Valley College program successfully developed a rural support network for displaced homemakers, increased community awareness of the needs of displaced homemakers and demonstrated locally a new model for service delivery to this population. The program enjoys high regard and wide support in the community.

Comparative Cost Data

Displaced Homemaker Program

Project	Cost Per Participant	Cost Per Person Placed In Empl and Trng	Cost Per Person Employed
Oakland Califonia D-H Center (1978)	$281	----	$575
Baltimore, Maryland D-H Center (1977-78)	$ 99 All Clients $352 In-Person Clients	----	$937
Eugene, Oregon D-H Center (1977-78)	$150 State Funds $227 Total Funds	$886 State Funds $1341 Total Funds	$1097 State Funds $1659 Total Funds
New York State D-H Program (1979-80)	$184 All Services $784 Job Readiness Program	$574	$908 (Mainly unsubsidized employment)
Career Change, WA Dept. of Employment Security (79-80)	$710	----	$1063 (Unsubsidized employment)
Highline Community College College D-H Program (79-80)	$831	$1336	$2878
WA State CETA Title IIB (Second Quarter FY 80)	$1160	$3806	$5767 (Unsubsidized employment)

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